

# **STATEMENT OF WORK (SOW)**

## **PACIFIC AIR OPERATIONS CENTER AIR MOBILITY DIVISION (AMD)**

**(APR 2006)**

**DRAFT**

RFP FA5215-04-R-0029

## SOW AMENDMENTS/MODIFICATIONS

[illegible]

## PREFACE:

*On 1 Jun 05, the George C. Kenney Headquarters - Provisional stood up at Hickam AFB HI. On that date, the PACAF AMOCC transferred to the new Provisional Headquarters to assume the added responsibilities of the Air Mobility Division (AMD) within the Headquarters' Pacific Air Operations Center (PAOC). At a future date, when the Kenney Headquarters officially stands up, the PACAF AMOCC will officially stand down and cease to exist. However, its roles and responsibilities will be subsumed into the new PAOC AMD. Hence, in the context of this SOW, the PACAF AMOCC 'in name' will go away. However, the PACAF AMOCC 'requirement', as specified, will roll into that of the PAOC AMD's. In addition, several aspects of the new PAOC AMD have been incorporated, thus, broadening the overall scope of work described in this SOW to that of a PACAF AMOCC 'Plus' requirement.*

*As the PAOC AMD, the newly transformed organization will plan, coordinate, task, and execute all PACAF air mobility missions – both in peacetime and in crisis. Operations are expected to mirror that of the PACAF AMOCC, as described in this SOW, with added emphasis in contingency planning, exercises, and training. During a crisis, steady-state operations shall continue without interruption, while a separate, somewhat parallel AMD entity (some Contractor/mostly Government mix, i.e., the 'Plus' part of this requirement) will become engaged and focused on the crisis at hand.*

*In reviewing this SOW, the Contractor shall realize the PACAF AMOCC is undergoing a transformation and that its future organizational outlook is frequently being adjusted. However, one constant remains – this transformation begins with the PACAF AMOCC. The requirements stated in this SOW are the baseline from which we plan to build and improve upon as we migrate and evolve into the PAOC AMD.*

*Hence, until the PAOC AMD transformation is fully complete the Contractor must remain flexible in the organizational makeup, processes, and procedures that, no doubt, will continually change as operations seek to attain steady state. At the same time, lines of authority, as well as, air mobility doctrine will most likely change as the details of this PACAF AMOCC 'Plus' requirement are refined, strengthened, and renamed the Kenney Headquarters PAOC AMD.*

*As the evolution of this requirement unfolds, the successful Contractor shall expect change and be ready to adapt as needed.*

## TABLE OF CONTENTS

### SECTION I – DESCRIPTION OF SERVICES

1.0. Scope.	
1.1. PAOC AMD Operations .....	1-1
1.1.1. The Contractor Shall.....	1-1
1.2. 24-Hour Operations.....	1-2
1.2.1. Flight Management and Dispatch Support.....	1-2
1.2.2. Logistics and Transportation Support.....	1-4
1.3. 24/7 Capability.....	1-6
1.3.1. Mobility Planning Support.....	1-6
1.3.1.1. Airlift Plans.....	1-7
1.3.1.2. Centralized Operational Support Airlift (OSA) Scheduling.....	1-8
1.3.1.3. Executive Airlift Support (EAS).....	1-9
1.3.1.4. Tanker Operations and Plans.....	1-10
1.3.2. Pacific Military Altitude Reservation Facility (PACMARF).....	1-12
1.3.3. Other Miscellaneous Support.....	1-12
1.3.4. Beyond Normal Steady-State Operations.....	1-14
1.4. Business Hours Operations.....	1-18
1.4.1. Information Management Support.....	1-18
1.4.2. Technical Expertise.....	1-19

### SECTION 2 - SERVICE DELIVERY SUMMARY

2.0. Service Delivery Summary (SDS) Chart.....	2-1
2.1. Government Quality Assurance.....	2-1
2.2. Contractor Metrics.....	2-1

### SECTION 3 - GOVERNMENT FURNISHED PROPERTY AND SERVICES

3.0. General.....	3-1
3.1. Government Furnished Property, Equipment, and Services.....	3-1
3.1.1. Government Furnished Property.....	3-1
3.1.2. Government Furnished Equipment.....	3-1
3.1.3. Government Furnished Services.....	3-2

### SECTION 4 - GENERAL INFORMATION

4.0. Contractor Responsibility.....	4-1
4.1. Project Management.....	4-1
4.2. Contractor Employees.....	4-1
4.3. Contract Employees Training and Travel.....	4-2
4.4. Contractor Quality Control Plan (QCP).....	4-3
4.5. Government Quality Assurance.....	4-5
4.6. Hours of Operations.....	4-5
4.7. Place of Performance.....	4-6
4.8. Strike Plan.....	4-6
4.9. Security Requirements.....	4-6

4.10. Contractor's Contingency Support Plan.....	4-6
4.11. Privacy Act (PA).....	4-7
4.12. Hickam AFB Vehicle Requirements.....	4-7
4.13. Other Support Requirements.....	4-7
4.14. Contractor Mobilization/Changeover.....	4-8
4.14.1. Transition Plan.....	4-9

APPENDICES:

APPENDIX 1 – DEFINITIONS

APPENDIX 2 – KHQ PAOC AMD ORGANIZATION

APPENDIX 3 – GOVERNMENT FURNISHED PROPERTY

APPENDIX 4 – HISTORICAL DATA

APPENDIX 5 – APPLICABLE PUBLICATIONS AND FORMS

APPENDIX 6 – MAPS AND WORK AREA LAYOUTS

APPENDIX 7 – REQUIRED REPORTS

APPENDIX 8 – SUPPORT AGREEMENTS

APPENDIX 9 – CONTINGENCY OPERATIONS

APPENDIX 10 – CERTIFICATION REQUIREMENTS

## SECTION 1 - DESCRIPTION OF SERVICES

### 1.0. Scope.

The Kenney Headquarters Pacific Air Operations Center (PAOC) Air Mobility Division (AMD) is Commander PACAF's executive agent primarily responsible for Command and Control of PACAF's air mobility aircraft operating within the USPACOM AOR – both in peacetime and in crisis. The PAOC AMD operates twenty-four (24) hours a day, seven (7) days a week, including weekends and holidays. On a steady-state basis, the PAOC AMD oversees a variety of air mobility missions operating within an ever-changing scenario of theater environments, exercises, and day-to-day operations. Primary AMD functions include planning, tasking, scheduling, coordinating, flight following, dispatching, and recovering PACAF assigned and gained air mobility aircraft. In a theater crisis, the PAOC AMD continues to support steady-state operations while simultaneously mobilizing select 'core' AMD functionalities to focus on the urgency at-hand. In such instances, the AMD integrates with global air mobility systems to enable a rapid and responsive transition from peacetime to contingency operations to efficiently and effectively accomplish the AMD mission in providing seamless global mobility.

In addition to a small government contingent consisting of the AMD Chief, AMD Deputy, Senior Directors, Quality Assurance Personnel, Airlift Requirements, and Aeromedical Evacuation (AE) Cell personnel, the PAOC AMD is predominately made up of contract mission managers, dispatchers, airlift and tanker planners, operational support airlift schedulers, DV planners, logisticians, and internal staff support.

### 1.1. PAOC AMD Operations.

#### 1.1.1. The Contractor *Shall*:

- A. Provide all personnel, equipment, supplies, tools, materials, supervision, training, and other items or services necessary to operate specified functionalities of the PAOC AMD.

Exception: The Government will provide items specifically identified in Section 3 - Government Furnished Property and Services. In addition, the Government will provide supplies for joint-use (Government/Contractor) copiers, printers, and fax machines.

- B. Perform services specified in this SOW for the following:

- (1) All PACAF-assigned/gained air mobility assets flying off-station (away from home-station) missions or round-robin air-refueling support missions. Exception: PACAF helicopter assets are primarily excluded and will only be provided service on a case-by-case basis.
- (2) Air Force Reserve Command (AFRC), Air National Guard (ANG), and other transitory air mobility assets flying a PACAF-assigned mission.

(3) Non-mobility assets or other aircraft (e.g., other MAJCOMS, COALITION, Coast Guard, USMC, etc.), as specified by the PAOC AMD Chief on a limited case-by-case basis.

- C. Plan, task, schedule, control, execute, and coordinate PACAF theater air mobility and aeromedical operations.
- D. Comply with all applicable Federal Aviation Authority (FAA), International Civil Aviation Organization (ICAO), Department of Defense (DOD), and United States Air Force (USAF) standards, manufacturer specifications, as well as, state and local laws (exception – AMD Dispatchers need not comply with FAA currency requirements).
- E. Maintain flexibility in organizational construct and personnel to make appropriate adjustments, as needed, whenever organizational changes, additions, or realignments within PACAF, the Kenney Headquarters, or the PAOC AMD occur. If warranted, sufficient time (as negotiated) will be provided the contractor to train or recruit new personnel should such changes dictate (e.g., Joint OSA Planner).
- F. Be cognizant of the military and civilian rank structure when interfacing with the Government. Interact with all personnel in a tactful, diplomatic, business-like manner at all times.
- G. Continuously maintain a knowledgeable, well-trained, and experienced team of air mobility cross-functional experts to meet the multifaceted and complex operational demands of the PAOC AMD.
- H. Participate, as necessary, in Command Post and Field Training Exercises requiring the KHQ PAOC AMD on a limited, pre-determined basis.
- I. At a minimum, keep the AMD Chief and Senior Director continually apprised of high priority missions, special events, DV personnel, etc., supported by PACAF air mobility assets or of significant interest to PACAF leadership or of importance to the PAOC AMD.

**1.2. 24-Hour Operations.** The PAOC AMD is operational twenty-four (24) hours a day, seven (7) days a week, including weekends and holidays. At a minimum, the Contractor shall provide the following support without delays or interruptions on a continuous 24/7 *manned* basis for missions within 24 hours of initial departure through mission completion (i.e., during mission execution). Other missions, as identified by the PAOC AMD Chief on a case specific basis, may also require the same level of support as outlined below.

**1.2.1. Flight Management and Dispatch Support.**

- A. Act as a virtual crewmember throughout mission execution. Work closely with other PAOC AMD functionalities to accomplish any last-minute coordination. Provide the aircrew with a timely, accurate, current, and complete airline style mission/dispatch package with all necessary documents to conduct the flight (NLT 3 hours prior to initial departure).

- B. Align and maintain flight management and dispatcher duties, responsibilities, proficiency, and standards IAW AFI 11-255, Vol 3, Flight Management Responsibilities and Procedures (as supplemented by PACAF). At a minimum:
- (1) Accomplish all preflight and in-flight administrative tasks to include:
    - Generating computer flight plans and associated DD 1801/175 forms
    - Filing ATC flight plans in accordance with current Air Force and PACAF Instructions
    - Checking weather, NOTAMS, and airfield status for appropriate airfields
    - Checking aircraft operability status and load information
    - Checking or obtaining diplomatic clearances as required
    - Checking or obtaining prior permission required (PPR) authorizations
    - Checking or obtaining Altitude Reservations (ALTRV) information, when appropriate
    - Checking Mission Essential Equipment List (MEL) restrictions, when appropriate
    - Checking availability of proper instrument approaches and departures
    - Coordinating and obtaining TERPS reviews, when needed
    - Coordinating and obtaining mission and aircraft flight waivers upon request
  - (2) Develop plan(s) to reroute or divert aircraft due to weather, aircrew or passenger emergencies, maintenance, force protection, or other mission considerations. Present recommendation(s) and plan(s) to the Government Senior Director/Team Chief for coordination prior to execution. Execute plan(s).
  - (3) Coordinate and revise mission packages (i.e., PPRs, weather, NOTAMS, computer flight plans, ALTRV, etc.) as required for mission changes. Provide updated information to aircrew as soon as practical upon making or receiving changes.
  - (4) When requested, generate and re-file ATC flight plans and coordinate other facets of mission change, such as air/ground refueling, loading/unloading services, customs, etc. Coordinate changes directly with aircraft commander when able.
  - (5) Perform all necessary requirements to obtain or amend diplomatic clearances in a timely manner to avoid any interruption of the mission.
  - (6) Ensure destination changes to DIA-designated moderate and high terrorist or high criminal threat countries or PACAF Threat Working Group (TWG) established secure launch locations, are coordinated and approved by the TWG prior to launch.
  - (7) Assist the Aeromedical Evacuation (AE) Cell plan and coordinate all Urgent, Priority, and Special Aeromedical Evacuation missions supporting the Theater Patient Movement Requirement Center (TPMRC) validated patient movement requirements originating within the Pacific theater.
- C. Within government provided systems capabilities, monitor and track the status of all aircraft specified in para 1.1.1.B. Level of tracking includes: flight following all missions in execution, maintaining arrival and departure times, locations, delays, diverts, load data, maintenance status, and other information typically tracked by dispatching functions in the airline industry within 20 minutes of occurrence.



- (1) Update and maintain aircraft mission information contained within AMC's flight following database (currently Global Decision Support System (GDSS)).
- (2) For PACAF Executive Airlift Support (EAS) aircraft, provide arrival and departure information and aircraft maintenance status to the Government Senior Director/Team Chief verbally and via e-mail within twenty (20) minutes of arrival and departure times.
- (3) Evaluate the impact of mission delays or cancellations and present possible consequences and recommendations to the Government Senior Director/Team Chief.
- (4) Coordinate and provide aircrew and aircraft status information, when requested or as required, to C2 agencies and others as approved by the Government Senior Director/Team Chief (i.e., Base Ops, Air Transportation Operations Centers (ATOC), PACAF Command Posts, American Embassies, PACOM, PACAF, KHQ staffs, the PACAF emergency Action Cell, etc.). Provide this information in writing via the Defense Messaging System (DMS), memorandum, PowerPoint slides, e-mail, fax, or verbally depending on the situation. Provide information within one hour of the initial request.
- (5) Coordinate re-routings and diversions with applicable ground and air agencies, users, flying units, and others with a vested mission interest. Where necessary, coordinate changes with AMC Tanker Airlift Control Center (TACC) to reschedule airlift and air refueling efforts.
- (6) Initiate aircrew management, alert, and staging actions IAW applicable PACAF instructions or as directed by the PAOC AMD Chief. At bases where PACAF command posts do not exist, actions may include but are not limited to, scheduling aircrews for missions, maintaining aircrew locations and phone numbers, and notifying aircrews of "show times" according to the applicable Air Force Instructions. Note: Crew alerting shall be initiated within five (5) minutes of required alert time.
- (7) Support airborne emergencies as required. To include, but not limited to, providing 'Conference Hotel' when requested, providing weather, alternate, PPR, and divert planning assistance, and notifying the airfield receiving the emergency, the Government Senior Director/Team Chief, PACAF Emergency Action Cell, AMC/TACC, and home station Command Post of the incident and subsequent actions. These duties shall be initiated within five (5) minutes of request or notification.

### **1.2.2. Logistics and Transportation Support.**

- A. Facilitate worldwide recovery of all off-station non-/partially- mission capable (NMC/PMC) PACAF air mobility aircraft. Assist, when able, in the recovery of other aircraft specified in para 1.1.1.B. Provide information and advice on status of theater aircraft maintenance recovery actions to the Government Senior Director/Team Chief.
  - (1) Identify, plan, coordinate, and manage aircraft maintenance actions required to support mission completion to include sourcing parts, maintenance recovery team (MRT), equipment, and supplies. Survey available resources and develop a plan to

fulfill the Government's need. Submit plan to the Government Senior Director/Team Chief for coordination prior to execution. Execute plan.

- (2) Coordinate with PACOM staff, AMC/TACC Logistics Recovery Cell (LGRC), PACAF and KHQ Logistics staff, Air Force Special Operations Command (AFSOC), depots, various PACAF Wing LGs, MOCs, PACAF Regional Supply Squadrons (RSS), and Command Posts for the use of pre-positioned command War Reserve Materials (WRM) assets, equipment, vehicles, and other resources in support of mission requirements.
- (3) Coordinate the most efficient means of military or commercial travel for maintenance team, parts, and equipment and assist units in obtaining country personnel clearances when requested.
- (4) When necessary, coordinate engineering support with command functional program managers and/or weapons system engineers.
- (5) Within Air Force and MAJCOM operating instructions and recovery procedures, provide and/or coordinate mission support involving sourcing parts and maintenance recovery teams for:
  - Air Combat Command (ACC) directed fighter movements when associated with a CORONET within the PACOM AOR.
  - Other MAJCOMS requesting assistance within the PACOM AOR (when able).
  - Other aircraft in the PACOM AOR as requested by the PAOC AMD Chief (when able).
- (6) Maintain status of personnel, equipment, and supplies deployed in support of aircraft recovery. Monitor and update status through Global Transportation Network (GTN), Global Air Transportation Execution System (GATES), MICAP Asset Sourcing System (MASS), Integrated Maintenance Data System (IMDS), and GDSS until assets return to home station through coordination with tasked Maintenance Operations Centers (MOC). In addition, maintain PAOC AMD's database detailing information regarding aircraft recovery history.
- (7) Coordinate actions for "out-of-the-ordinary" incidents (i.e. ground collisions, bird strikes, etc.) with Government Senior Director/Team Chief and present status reports (e.g. aircraft/aircrew status, cargo/passenger movement and backlog, etc.) as requested.
- (8) Coordinate actions with PACAF and KHQ LGM staff on Time Compliance Technical Orders (TCTO) affecting PACAF air mobility assets. Keep PAOC AMD staff aware of significant impacts.

- (9) Produce daily reports reflecting the maintenance status of all PACAF, AFRC, ANG, transitory and assigned air mobility aircraft, other supported aircraft in the AOR, and PACAF assets in depot. Provide these reports as specified by the PAOC AMD Chief.

**B. Monitor cargo/passenger movement on PACAF air mobility aircraft in the USPACOM AOR. Provide information and advice on movement status to Government Senior Director/Team Chief upon request.**

- (1) Monitor AMC aerial port backlog levels in USPACOM AOR. Recommend and coordinate actions to increase efficiency of cargo and passenger movement as situations and opportunities present themselves.
- (2) When requested, produce reports of cargo and passenger movement and backlogs and provide to Government Senior Director/Team Chief upon completion. Submit reports electronically in Contractor format within an agreed upon time period.
- (3) Develop plans to manage movement of cargo on PACAF air mobility assets. Initiate actions necessary to ensure expeditious movement of national interest, priority and urgent patient movement and mission capable critical aircraft spare parts (MICAP) shipments directly supporting the DoD Air Mobility mission. Present plans to the Government Senior Director/Team Chief for coordination prior to execution.

**C. Upon request, provide mobility aircraft recovery information to the PACAF Operations Support Center (POSC) and Pacific Air Operations Center (PAOC). When able, provide 'other' aircraft recovery information when requested.**

**1.3. 24/7 Capability.** The following support shall be provided without delays or interruptions on a regularly scheduled plus "as-needed" twenty-four (24) hours, seven (7) days a week basis including weekends and holidays. The regular schedule shall span the normal operating hours of all PACAF mobility flying units while support outside the regular schedule can be called upon "as-needed" by the PAOC AMD Chief. A "continuous" 24/7 manned presence is not necessary, however, required support outside the regular schedule shall be available within a 2-hour response time or as pre-coordinated for a specified mission or event should the need arise.

**1.3.1. Mobility Planning Support.**

- A. Determine mission feasibility, plan, task, schedule, coordinate, and direct PACAF air mobility assets (and other aircraft as specified in paragraph 1.1.1.B.) during peacetime and contingencies to support tasked or directed operations as required.**
  - (1) Source and manage PACAF air mobility aircraft supporting JCS, USTRANSCOM, USPACOM, and PACAF air movement requirements. Manage Aeromedical Evacuation missions in unison with PAOC AMD Aeromedical Evacuation (AE) Cell.

- (2) Perform all necessary requirements to obtain diplomatic clearances for routine and short-notice add-on missions prior to mission execution in accordance with the Foreign Clearance Guide, DoD 4500.54-G.
- (3) Coordinate PACAF air mobility Exercise support in unison with appropriate PACAF and KHQ Exercise Plans Divisions (i.e., DOX, DOTW, DOTT, KHQ/A3 and A5), as well as, participating PACAF flying units. Attend Exercise planning conferences, as necessary, to determine, deconflict, allocate, and project future PACAF air mobility support requirements.
- (4) Review orders and plans, as required, to determine and coordinate PACAF air mobility support requirements. When necessary, provide recommendations to the Government Senior Director/Team Chief.
- (5) Provide an operational risk assessment for all PACAF tasked or PACAF scheduled missions in collaboration with affected flying unit. Annotate medium and high-risk assessments on GDSS mission cuts and inform the AMD Chief and Government Senior Director/Team Chief. Immediately update/revise assessments as appropriate when changes occur.
- (6) Monitor the Joint Operation Planning Execution System (JOPES), when applicable, for allocation and execution of all theater Time Phased Force Deployment Data (TPFDD). For PACAF airlift requirements, coordinate with AMD Requirements to schedule and input missions in GDSS against validated TPFDD requirements.
- (7) Manage the PACAF JA/ATT Program. Review and validate all PACAF Joint Airborne/Air Transportability Training (JA/ATT) missions. Provide oversight and maintenance of the web-based PACAF JA/ATT scheduling system. Schedule and conduct quarterly PACAF JA/ATT meetings (conferences/telecons/VTCs) for program management and to provide a forum for user feedback. Provide a summary to the Government after each quarterly meeting.
- (8) Coordinate all PACAF air mobility missions to countries designated by the Defense Intelligence Agency (DIA) as Terrorism Threat Level (TTL) MODERATE or higher with the PACAF Threat Working Group (TWG). Provide the PACAF TWG with projected PACAF and non-PACAF mobility schedules to designated "Secure Launch" countries and ensure TWG force protection measures/recommendations are entered on the applicable GDSS mission cut prior to launch. Use TWG information to coordinate appropriate actions for force protection.

#### **1.3.1.1. Airlift Plans.**

- A. Support the management of PACAF airlift operations to ensure the most economical and efficient applications of resources are consistent with user requirements, availability of assets, and current situation.

- B. Source and manage PACAF air mobility resources supporting air mobility Channel operations in the PACOM AOR. Manage Aeromedical Evacuation missions in conjunction with the PAOC AMD Aeromedical Evacuation (AE) Cell.
  - (1) Continually review PACAF theater airlift and aeromedical operations scheduling to fine-tune and improve Channel movement requirements.
  - (2) Provide mission coordination interface between users, operators, and MAJCOMs to optimally manage theater Channel operations.
  - (3) Assist AMC, USPACOM, and HQ PACAF Transportation Readiness create, monitor, and revise Channel missions in the USPACOM AOR to meet changing customer airlift requirements. Coordinate and provide recommendations as needed.
- C. Source and manage PACAF air mobility resources supporting Special Assignment Airlift Missions (SAAM), Contingencies, and Exercises in the PACOM AOR. Coordinate and manage Aeromedical Evacuation missions in conjunction with PAOC AMD Aeromedical Evacuation (AE) Cell.
  - (1) Ensure required coordination with users and Flying Units is accomplished to ensure timely airlift support.
  - (2) Coordinate with AMD Requirements, PACAF Transportation Readiness, and USPACOM to ensure proper validation and scheduling of airlift requests.
  - (3) Initiate mission tasking action and notify the supporting flying unit as soon as possible within one duty day of receiving a validated airlift request.
  - (4) Notify PAOC AMD Chief of high-visibility mission taskings. Keep Government Senior Director/Team Chief apprised of the mission and any subsequent changes.
  - (5) Coordinate with AMC/TACC to optimize utilization of SAAM missions within the mobility airlift Channel structure.
  - (6) Track all PACAF SAAM flying hours and provide HQ AMC/FM a monthly recap of PACAF SAAM missions to ensure proper billing of airlift users and reimbursement of flying units. Provide monthly recap report to the Government QAP within 2 (two) business days after the end of each month.
- D. Manage in conjunction with appropriate agencies (e.g., AMC/TACC) PACAF air mobility resources on worldwide deployments and redeployments.
- E. When specified by the PAOC AMD Chief (and given appropriate control authority) manage other air mobility resources identified in paragraph 1.1.1.B.

#### **1.3.1.2. Centralized Operational Support Airlift (OSA) Scheduling.**

- A. Review, prioritize, schedule, task, plan, and coordinate all PACAF OSA missions (excluding helicopters) in support of validated passenger and cargo movement

requirements within the PACOM AOR IAW applicable DOD, Air Force, and PACAF Instructions.

- (1) Deconflict and incorporate all PACAF OSA flying unit training and maintenance requirements into one centralized PACAF OSA flying schedule.
- (2) Coordinate cross-service OSA use, when necessary, to use OSA assets efficiently or to fill PACAF OSA shortfalls.
- (3) Coordinate all PACAF OSA support for validated Aeromedical Evacuation requirements.
- (4) Maintain a PACAF OSA Users Guide explaining scheduling policies, procedures, and responsibilities for use by requestors, validators, flying units, and other customers in the OSA system. Review and provide updates to the Government as required.
- (5) Provide daily, weekly, and monthly PACAF OSA flying schedules.
- (6) Maintain a PACAF OSA website that includes as a minimum, the PACAF OSA Users Guide and a current, continuously updated listing of PACAF OSA flying schedules.
- (7) Consolidate and maintain PACAF OSA utilization information IAW DoDD 4500.43. Coordinate inter-theater airlift missions and CONUS based OSA MILAIR requests for PACAF General Officers (and Civilian Equivalents) and Staff with USTRANSCOM/JOSAC IAW appropriate DOD, Air Force, and PACAF Instructions.
- (8) Validate OSA MILAIR requests IAW PACAFI 13-206 and applicable DOD directives. Maintain records of validated and supported requests IAW applicable DOD, Air Force, and PACAF Instructions.
- (9) Validate OSA MILAIR requests for movement of aircraft parts and Maintenance Recovery Teams (MRTs).
- (10) Notify PAOC AMD Chief of validated high-visibility MILAIR requests and provided support. Keep Government Senior Director/Team Chief aware of the scheduled mission and any subsequent changes that occur.
- (11) Continually explore and utilize best business practices for planning and scheduling OSA aircraft in the PACOM AOR.
- (12) Establish and maintain an interface with USTRANSCOM/JOSAC and USAFE AMD to ensure current and future initiatives to modernize the Joint OSA planning and scheduling system are addressed for possible inclusion into PACAF OSA processes.

#### **1.3.1.3. Executive Airlift Support (EAS).**

- A. Develop detailed support plans for PACAF-assigned, -gained, or attached EAS aircraft ISO theater "required use" travelers and others as specified by the PAOC AMD Chief.



When necessary, consider and coordinate alternate sources of available airlift should conflicts arise. Provide final approved itinerary in written format to the Government Senior Director/Team Chief NLT two (2) business days prior to execution.

- (1) Monitor mission execution. Provide recommended or desired mission changes to Government Senior Director/Team Chief as soon as changes are known. Update written support plans, as necessary, throughout mission execution.
- (2) Plan and coordinate dedicated back-up support when directed by the PACAF/DO or appropriate KHQ authority. Coordinate with all backup support organizations, as necessary, to ensure approved backup plan is executed properly. Advise Government Senior Director/Team Chief of the plan and any subsequent changes as they occur.
- (3) Monitor EAS aircraft maintenance status on a daily basis.

#### **1.3.1.4. Tanker Operations and Plans.**

##### **A. PACAF Air-Refueling Operations.**

- (1) Source, plan, and coordinate air-refueling support with AMC/TACC, PACAF tanker units, and other applicable units/agencies, as required, for missions operating within or to/from the USPACOM AOR. Examples of support include, but are not limited to:
  - Air refueling missions supporting USPACOM and PACAF units, AMC/TACC, and transitory units.
  - Aeromedical Evacuation missions supporting TPMRC-P validated patient movement requirements.
  - Sensitive reconnaissance operations.
  - Global Power bomber missions.
  - AFSOC missions.
  - Others, as specified by the PAOC AMD Chief.
- (2) Manage the daily tasking levels for PACAF-assigned/gained tanker units and schedule Theater Support Plan (TSP) tanker units to support required refueling operations. Provide recommendations and submit changes to tasking levels and schedules to Government Senior Director/Team Chief for coordination prior to transmitting to the tasked units via e-mail or DMS.
- (3) Coordinate 18WG, 203rd Air Refueling Squadron, 168ARW, and TSP tanker support for Pacific AOR air refueling requirements with AMC/TACC prior to defined suspense.

- (4) Coordinate and submit PACAF receiver unit air refueling requirements to AMC/TACC using the Air Refueling Management System (ARMS) prior to AMC/TACC defined suspense dates.
- (5) Coordinate utilization of PACAF and TSP tanker assets to meet quarterly air refueling requirements for all PACAF receiver units. Submit plan to AMC/TACC through the Air Refueling Management System (ARMS) prior to defined AMC/TACC suspense dates.
- (6) Coordinate AE mission support with PAOC AMD Aeromedical Evacuation (AE) Cell.
- (7) Provide air refueling mission flight plans to the flight crew no later than 24 hours prior to mission execution.
- (8) Provide an action officer to mission manage and flight follow PACAF tanker aircraft and crews for special missions such as Phoenix Banner and contingency operations.
- (9) Provide a POC to PACAF Special Operations Branch for special access operations.
- (10) Coordinate with appropriate PACAF and KHQ Exercise Plans Divisions (i.e., DOX, DOTW, DOTT, KHQ/A3 and A5) to obtain and validate all Exercise air refueling requirements assigned to PACAF.
- (11) When requested by AMC/TACC, coordinate with PACAF receiver units to develop an annual 5-year air-refueling forecast to submit to AMC/TACC IAW PACAF Sup 1 to AFI 11-221.
- (12) Keep Government Senior Director/Team Chief advised of all daily tanker operations.

B. Pacific CORONET Operations.

- (1) Designate a tanker planner to be the Detailed Planner (DP) for each PAOC AMD assigned CORONET leg.
  - The DP shall provide planning, briefing and execution support for all assigned CORONETs transiting Oahu. He/She must be available to support mission requirements from 2 hours prior to the inbound leg landing until 1 hour after the outbound leg departure. In addition, the DP shall coordinate with applicable units, base agencies, ACC/AOS, and AMC/TACC to ensure aircrew and mission needs are met.
  - To the maximum extent possible, maintain mission continuity by ensuring same DP is used for all subsequent CORONET legs on any single CORONET movement.
  - Provide monthly DP schedule to Government Senior Director NLT 3 working days before the 1<sup>st</sup> of every month.



- (2) Validate and coordinate all Pacific CORONET requirements with ACC/AOS, AMC/TACC, tanker and receiver units. Submit PACAF unit CORONET requirements to ACC/AOS prior to ACC defined suspense dates.
- (3) Maintain all information regarding tanker support for all Pacific CORONET operations. Retain information for one year.
- (4) Keep Government Senior Director advised of ongoing status of all Pacific CORONET operations.

### **1.3.2. Pacific Military Altitude Reservation Facility (PACMARF).**

- A. Act as single manager for coordination of airspace altitude reservations (ALTRV) requests by U.S. Military and other U.S. Government entities for movement of specific aircraft, rocket and missile firings, remotely piloted vehicles, and other special operations in the USPACOM AOR.
- B. Review and acknowledge all altitude reservation (ALTRV) requests in the USPACOM AOR. Review all requests for accuracy and make changes, as necessary, IAW applicable regulations, policies, instructions, and directives. Track and update requests through execution and keep the Government Senior Director/Team Chief aware of any significant issues, developments, or concerns.
- C. Solicit and coordinate altitude reservation approval requests (ALTRV APREQS) with U.S. and Host Nation Air Traffic Control (ATC) agencies as required. Resolve conflicts prior to mission launch.
  - (1) Exercise special care when coordinating requests to preclude indiscriminate blocking of excessive amounts of airspace.
  - (2) Attempt resolution of alleged ALTRV conflicts, discrepancies, or irregularities received from foreign ATC facilities at the lowest level possible.
- D. Forward approved requests back to requesting unit and tanker mission planner prior to mission execution i.e., NLT 24 hours prior to initial departure (unless a shorter time is coordinated with all concerned ATC facilities). Process changes without delay to allow for timely ATC coordination.
  - (1) Advise all applicable ATC/international altitude reservation facilities and the unit project officer of any change to the original ALTRV approval.
  - (2) Disseminate ALTRV APREQ cancellations to all applicable U.S. and international ATC facilities as soon as practicable.
- E. Negotiate memorandum of understandings (MOUs) with FAA and/or host nation representatives, as appropriate, to facilitate the efficient coordination and expeditious processing of requests.

- (1) Conduct periodic visits (at least every two years) to Area Control Centers (ACCs) in the USPACOM AOR to discuss preferred routes, negotiate MOUs, resolve issues, and promote PACMARF's working relationship. Keep the AMD Chief continually apprised of new arrangements, MOUs, or significant agreements.

**1.3.3. Other Miscellaneous Support.** Due to the diverse nature of air mobility's role in supporting virtually all military operations throughout the Pacific and around the world, the PAOC AMD is regularly tasked to develop, review, plan, coordinate, participate in, and/or provide input to a variety of air mobility-related topics, actions, exercises, and/or projects. Within the Contractor's level of expertise and capacity, the following shall be provided as specified:

- A. When requested, or as identified by the PAOC AMD Chief, provide air mobility mission execution and planning support for:

- (1) PACAF air mobility off-station training missions.

Exceptions: (1) tactical training sorties (JA/ATTs, low-levels, etc.), (2) support requested inside of 24 hours of initial departure shall be considered low priority and will be provided on a case-by-case workload permitting basis.

- (2) Pacific air mobility COALITION missions.

- (3) OPERATION DEEP FREEZE (ODF) deployment and redeployment missions.

- (4) PAOC AMD Exercise operations.

- (5) TSP Tankers.

- B. Act as PAOC AMD point of contact in the PACAF Threat Working Group (TWG).

- C. Act as PAOC AMD primary point of contact in the KHQ Exercise Coordination Working Group (ECWG).

- D. Provide inputs to AOC related products and services as specified by the PAOC AMD Chief.

- E. Provide staff support as specified by the PAOC AMD Chief prior to a given suspense date. Such support may include, but is not limited to:

- (1) Developing and/or coordinating on CONOPS, OPLANS, OPORDS, MOU/MOAs, Electronic Staff Packages (ESPs), etc.

- (2) Providing advice, review, and comment on air mobility operations in plans, EXORDS, DEPODS, and other orders or documents as appropriate.

- (3) Drafting inputs and/or recommending revisions to military directives, publications, and instructions. Specifically, on at least an annual basis, review and provide updates and recommended changes to regulations in which the PAOC AMD is the OPR.

- (4) Providing comments or recommendations on organizational structures, lines of communications, and location of PACAF mobility related units.
- (5) Attending various staff coordination meetings requiring PAOC AMD involvement.
- (6) Researching and recommending PAOC AMD positions on various issues requiring air mobility expertise.
- (7) Constructing or briefing PowerPoint presentations to various audiences. Presentations may include, but are not limited to, PAOC AMD operations overviews in both formal and informal settings and snapshots of daily operations.
- (8) Producing daily electronic air operations slides as specified by the PAOC AMD Chief including, but not limited: airlift, EAS, OSA, air-refueling, CORONET supported fighter and bomber movement schedules, aircraft maintenance status, logistics details, cargo on-hand versus airlift capacity, airlift commitment rates, significant aircraft events, and aircraft location.

**1.3.4. Beyond Normal Steady-State Operations.** Historical data listed in [Appendix 4](#) is provided to assist in estimating the potential PAOC AMD workload on a normal month-to-month steady-state basis. The Contractor shall realize however that the actual workload may fluctuate throughout a given year due to unforeseen circumstances or events. In cases of episodic surges where the *workload increases beyond normal steady-state operations*, the Contractor shall be ready and capable of expanding services, as necessary, to accommodate the actual workload as discussed below.

- A. In the case of a [small-scale operation, event, or contingency](#) in the PACOM AOR, where external PAOC AMD government augmentation *is not* called upon, the Contractor shall make necessary adjustments in their personnel and schedules to expand day-to-day steady-state operations to handle (worst case and without interruption) PACAF surging up to 55 air mobility missions a day (in total throughout the PACOM theater and elsewhere) for the event(s) duration.

\* Although expected to be of short duration such events are unpredictable and may last several months or longer (e.g., OEF-P). Should an event extend beyond 30 days and the workload severely strain Contractor personnel resources, the Contractor's on-site manager may coordinate with the PAOC AMD Chief to prioritize workload requirements to reach a mutually agreed upon course of action to provide Contractor relief (without penalty) until the event's completion.

- B. In the case of a [larger-scale operation, event, or contingency](#) in the PACOM AOR, where external PAOC AMD government augmentation *is* called upon, the Contractor *shall*:

- (1) Provide the same '*Surge Capacity*' discussed in 'A' above. And,
- (2) Provide a select group of pre-identified individuals to join with Government personnel to provide a tailored team of theater mobility experts (pre-designated as the '*CORE*' AMD) to initialize and lead PAOC AMD crisis operations for the crisis duration.

\* On any given day, the 'CORE' AMD, supplemented by the Contractor's 'Surge Capacity', shall be readily available to step in and provide continuous 24/7 personnel support, products and services necessary to initially start up and solely sustain PAOC AMD crisis operations for up to 7 consecutive days. In that time, planned Government augmentation should arrive to robust operations and provide schedule relief. Thereafter, as Government augmentees begin to assume AMD functional responsibilities for the crisis, all or portions of the supplemental Contractor 'Surge Capacity' may return to their normal pre-crisis AMD operations depending on the situation at-hand. (See diagram on page 1-17) Should supplemental contractors be required beyond 30 days, the same 'beyond 30 days' caveat in paragraph A above applies.

The 'CORE' AMD, supplemented by the Contractor's 'Surge Capacity', shall be capable of planning, scheduling, tasking and executing up to 30 missions per day. Dispatch services shall be provided on a supplemental steady-state workload-permitting basis or as prioritized by the PAOC AMD Chief.

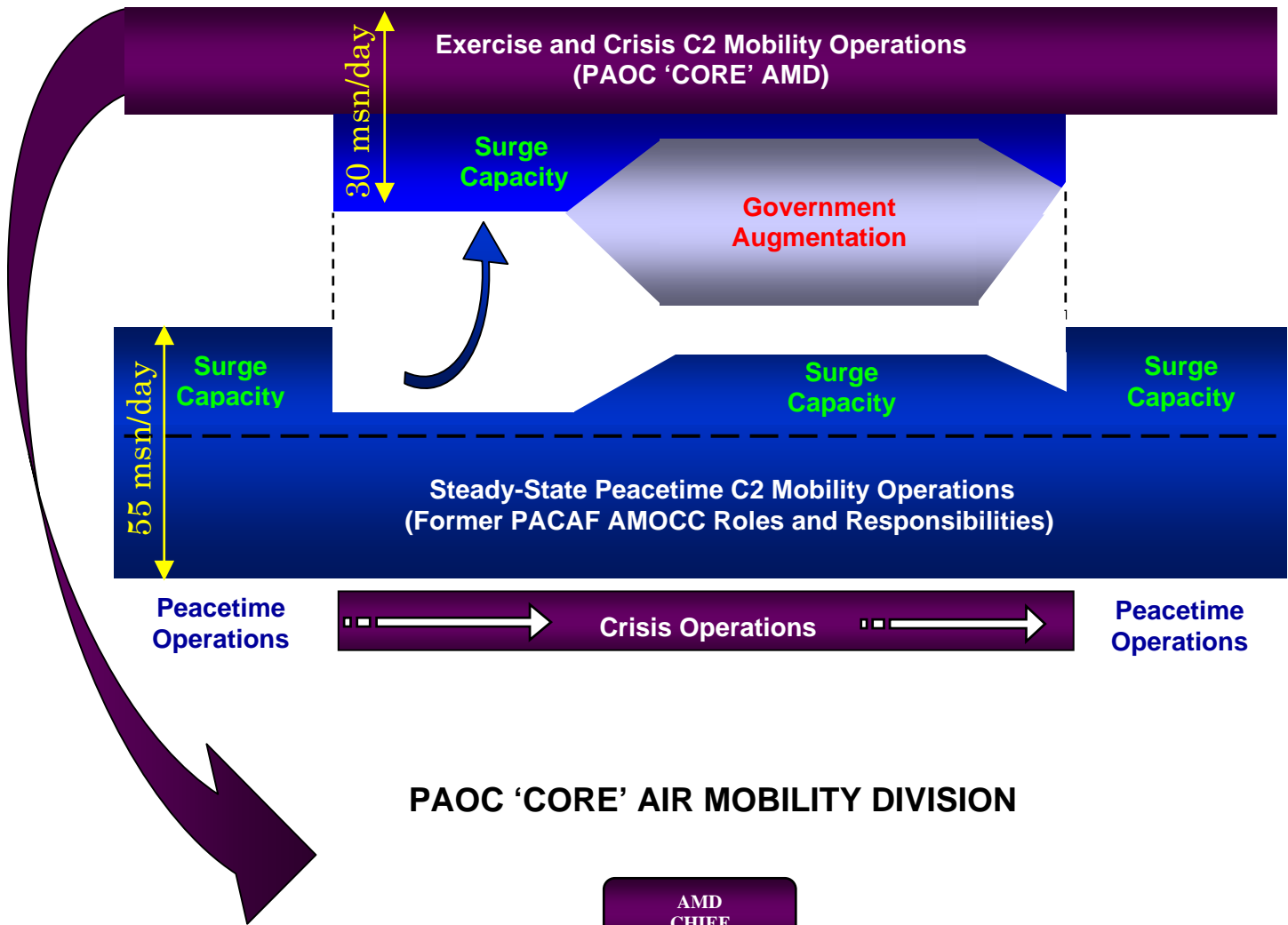
- C. Given the timely response required in both A and B above, the Contractor shall anticipate the necessity for 'surge' operations and pre-plan/posture personnel and schedules accordingly.
- D. Within the first 30 days of 'surge' operations as discussed in A or B above, should support requirements exceed or look to exceed the Contractor's capability; the Contractor's on-site Manager will immediately notify the PAOC AMD Chief. At that point, the PAOC AMD Chief will prioritize support requirements (within the Contractor's available capability) until government augmentation can be rendered to alleviate the situation. Should this occur, any compensation for non-supported requirements or the cost of government-provided augmentation would be at the discretion of the 15CONS CO.

Note: The Government, at its option, may augment or replace the Contractor at any time in any functional area(s) should the PAOC AMD Chief perceive that mission accomplishment is faltering beyond an acceptable level of performance. Should the Contractor be replaced, future reinstatement in the given functional area(s) shall be at the PAOC AMD Chief's sole discretion.

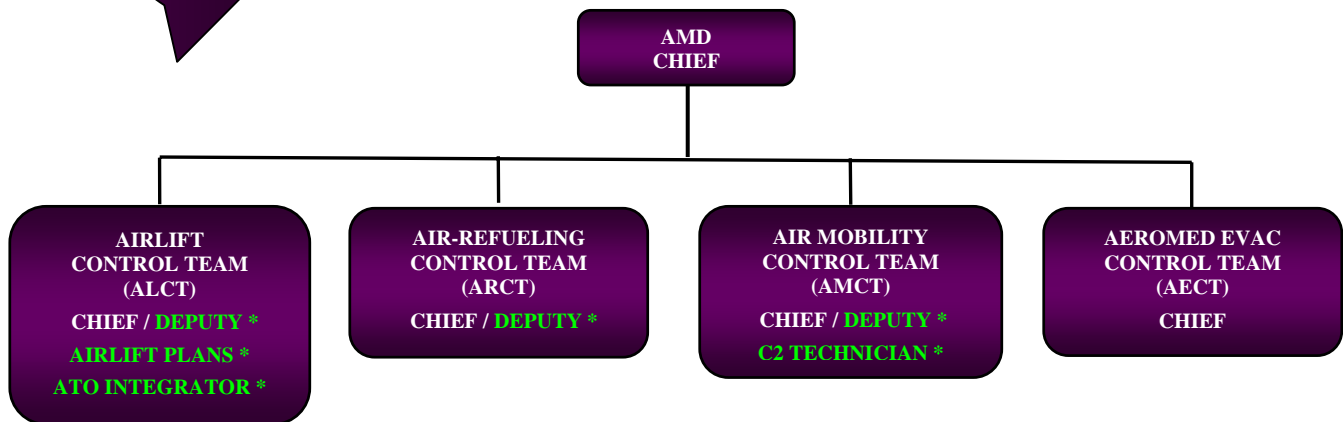
- E. Contractors designated as 'CORE' AMD personnel *shall*:
  - (1) Be identified in writing to the CO prior to full performance and immediately thereafter when changes are made.
  - (2) Be highly knowledgeable and well versed in the duties and responsibilities of their assigned 'CORE' AMD functionality, as well as, current and trained in the operations, systems, and products of an Air Operations Center (AOC).
    - Must have attended the Air Force AOC Initial Qualification Formal Training course currently held at Hurlburt Field, Florida prior to being designated to the 'CORE'. The course is currently available to Contractor personnel; however, travel and per diem costs will be at the Contractor's expense.

- (3) Receive AOC Mission Qualification and Currency Training IAW AFI13-1AOC Volume 1 or as determined by the PAOC Training Manager.
- (4) Be primarily assigned to the 'CORE' AMD where 'CORE' duties and responsibilities take priority over other contractor duties and responsibilities should they conflict.
- (5) Participate, as required, in all PAOC level 1 and 2 training exercises or as directed by the AMD Chief. Attend related conferences and meetings to coordinate PAOC AMD involvement and to keep the PAOC AMD Chief apprised of the exercise or event.
- (6) Be readily accessible at all times to be recalled for duty within 48-hours if needed.
  - \* Should a designee not be available for a training exercise/event or within the 48-hour recall window (i.e., prolonged illness, vacation, etc.) the Contractor may provide a suitable substitute given that individual's credentials are acceptable to the specific AMD function Chief assigned.
- (7) Facilitate the transition of government augmentees assigned within their functional areas in the PAOC AMD.

## TRANSITION TO PAOC AMD 'CRISIS' OPERATIONS



## PAOC 'CORE' AIR MOBILITY DIVISION



\* Contractor

**1.4. Business Hours Operations.** The following services shall be performed eight (8) hours per day, five (5) days per week, excluding weekends and federal holidays:

**1.4.1. Information Management Support.**

- A. Maintain all official records, files, documents, publications and working papers IAW PACAFHOI 33-2 and other mandatory directives listed in [Appendix 5](#), Applicable Publications and Forms. All are property of the U.S. Government and shall remain so upon termination or completion of this contract. A Primary and Alternate Records Custodian (RC) shall be appointed in writing to the CO. Each shall receive required training and/or certification by the Government within three (3) months of the effective date of the contract.
  - (1) Annually archive old paper and computer files and store onto appropriate electronic medium. Submit archive information to the Government Quality Assurance Personnel not later than thirty (30) days after each fiscal year.
- B. Appoint a Contractor Workgroup Manager (WM) in writing to the CO to work in unison with the Government PAOC AMD WM to improve operations and ensure standardization of information systems and services in the PAOC AMD. This individual shall be trained and certified IAW PACAFHOI 33-4 and shall assist the PAOC AMD WM to manage, maintain, upgrade, and provide installation support for all PAOC AMD computers, peripheral equipment, and associated software, as required. In addition, he/she shall research and provide recommendations on information technology acquisitions for the PAOC AMD and provide the following:
  - (1) Provide principal support to develop computer, support software, communications, and related systems requirements, definitions and architectures for PAOC AMD.
    - Facilitate information flow across the PACAF communication network IAW established PACAF guidelines.
    - Provide software application assistance for commonly used office automation applications.
    - Install and configure client workstations on the PACAF LAN.
    - Perform system diagnostics and troubleshoot systems assigned to users.
    - Manage print services.
  - (2) Determine necessary system capabilities and provide recommendations on available Commercial-off-the-shelf (COTS) technology for PAOC AMD C2, dispatching, and information technology needs.



- (3) Ensure any proposed C2 software or system modifications or upgrades are compatible with AMC/TACC's and PAOC AMD's existing C2 architecture (ACFP, GDSS, IMT, etc.), Government operating systems, and LAN connectivity. Coordinate issuance of a Certificate to Operate (CTO) when required.
- (4) On a regular basis review, update, and recommend improvements to the PAOC AMD website as required. Implement changes as requested by the PAOC AMD Chief.

C. Track and maintain status of PAOC AMD taskers/projects/events. Continually keep PAOC AMD Chief and staff apprised of suspense dates.

#### **1.4.2. Technical Expertise.**

- A. Advise, coordinate, and oversee the implementation of Integrated Flight Management (IFM) and other related systems in the PAOC AMD with appropriate PACAF, AMC, and associated organizations.
- B. Provide expertise regarding new technologies introduced by AMC/TACC and the commercial marketplace. Maintain alignment with AMC/TACC's current initiative to modernize their worldwide mobility C2 system.
  - (1) Monitor evolving technologies for future PAOC AMD system improvements/upgrades.
  - (2) Advise PAOC AMD Chief and staff of potential upgrades, new command and control (C2) technologies available from the Government (AMC/TACC) and in the commercial market place.
  - (3) Brief PAOC AMD functions and potential upgrades to PACAF and KHQ staff when new upgrades become available.



## SECTION 2 - SERVICE DELIVERY SUMMARY

- 2.0. Service Delivery Summary (SDS) Chart.** The SDS chart lists the performance objectives that the Contractor must attain. The absence of any contract requirement from the SDS shall not detract from its enforceability nor limit the rights or remedies of the Government under any other provision of the contract. This chart summarizes the performance objectives and establishes the performance threshold for the service.
- 2.1. Government Quality Assurance.** The Government will validate the Contractor's surveillance results by auditing the Contractor's Quality Control Plan (QCP) and the metrics used to ensure performance objectives are met. In addition to the audit procedure, other validation methods may be used, including one hundred percent oversight of the output, periodic review of the processes or output, quality index, and customer complaints.
- 2.2. Contractor Metrics.** The Contractor's QCP shall include metrics as a measurement tool of the effectiveness of the QCP and the Contractor's ability to meet performance objectives. Those metrics and the QCP form the basis of the Government's oversight.

PERFORMANCE OBJECTIVES	SOW PARAGRAPH	PERFORMANCE THRESHOLD
Provide <i>Flight Management and Dispatch</i> functions without mission delays or interruption 24/7/365 days a year. Participate in KHQ PAOC AMD required Exercises as needed.	<a href="#">1.1.1</a> <a href="#">1.2.</a> <a href="#">1.2.1.</a> <a href="#">1.3.2.</a> <a href="#">1.3.3.</a>	95%of the time (monthly)
Provide continuous <i>Logistic Management</i> support without interruption 24/7/365 days a year. Pro-actively plan, coordinate, execute and monitor aircraft recovery operations for all PACAF assigned/gained off-station, non-mission capable (NMC) air mobility aircraft in a timely fashion – i.e., SD approved recovery plan initiated within 2 hours of aircraft trouble-shooting diagnosis. Participate in KHQ PAOC AMD required Exercises as needed.	<a href="#">1.1.1</a> <a href="#">1.2.</a> <a href="#">1.2.2.</a> <a href="#">1.3.2.</a> <a href="#">1.3.3.</a>	95%of the time (monthly)
Provide 'as-needed' <i>Airlift Plans</i> support 24/7/365 days a year. Plan, task, coordinate, schedule and input all validated missions in GDSS NLT 24 hours prior to mission departure. Ensure GDSS mission cuts reflect correct/essential information requiring no recuts for 'errors' during mission execution. Monitor and ensure receipt of diplomatic clearances as necessary for successful mission execution. Participate in KHQ PAOC AMD required Exercises as needed.	<a href="#">1.1.1</a> <a href="#">1.3.</a> <a href="#">1.3.1.</a> <a href="#">1.3.1.1.</a> <a href="#">1.3.2.</a> <a href="#">1.3.3.</a>	95%of the time (monthly)

PERFORMANCE OBJECTIVES	SOW PARAGRAPH	PERFORMANCE THRESHOLD
Centrally schedule and coordinate all <i>PACAF</i> OSA & EAS missions in an efficient, timely manner to meet validated requirements 'as-needed' 24/7/365 days a year. Input all missions in GDSS NLT 24 hours prior to mission departure with essential/correct information requiring no recuts for 'errors' during mission execution. Ensure web-based flying schedules are kept current up until mission departure. Participate in KHQ PAOC AMD required Exercises as needed.	<a href="#"><u>1.1.1</u></a> <a href="#"><u>1.3.</u></a> <a href="#"><u>1.3.1.</u></a> <a href="#"><u>1.3.1.2.</u></a> <a href="#"><u>1.3.1.3.</u></a> <a href="#"><u>1.3.2.</u></a> <a href="#"><u>1.3.3.</u></a>	95%of the time (monthly)
Provide 'as-needed' <i>Tanker Plans</i> support 24/7/365 days a year. Plan, task, coordinate, schedule and input all validated missions in GDSS NLT 24 hours prior to mission departure. Ensure GDSS mission cuts reflect correct/essential information requiring no recuts for 'errors' during mission execution. Monitor and ensure receipt of diplomatic clearances as necessary for successful mission execution. Participate in KHQ PAOC AMD required Exercises as needed.	<a href="#"><u>1.1.1</u></a> <a href="#"><u>1.3.</u></a> <a href="#"><u>1.3.1.</u></a> <a href="#"><u>1.3.1.4.</u></a> <a href="#"><u>1.3.2.</u></a> <a href="#"><u>1.3.3.</u></a>	95% of the time (monthly)
Obtain, validate, and coordinate PACAF receiver unit air refueling requirements in a timely and efficient manner with zero data input deficiencies. Maintain all information regarding tanker support for all Pacific CORONET operations.	<a href="#"><u>1.3.</u></a> <a href="#"><u>1.3.1.4.</u></a> <a href="#"><u>1.3.2.</u></a> <a href="#"><u>1.3.3.</u></a>	95% of the time (monthly)
Provide <i>Information Management (IM)</i> support for PAOC AMD operations. Archive required documents. Manage and maintain PAOC AMD C2 and computer systems IAW the SOW.	<a href="#"><u>1.4.</u></a> <a href="#"><u>1.4.1.</u></a>	95% of the time (monthly)
Manage and coordinate military altitude reservation (ALTRV) requests IAW applicable regulations, FAA, and Host Nation MOUs in a timely and efficient manner with zero paperwork deficiencies.	<a href="#"><u>1.3.</u></a> <a href="#"><u>1.3.2.</u></a>	95% of the time (monthly)
Provide PAOC AMD <i>staffing</i> support to develop, review, plan, coordinate, and/or provide inputs on mobility-related topics, actions, and/or projects. Provide succinct coordinated inputs IAW PACAF guidance and as specified by the PAOC AMD Chief prior to assigned suspense date.	<a href="#"><u>1.3.</u></a> <a href="#"><u>1.3.3.</u></a>	95% of the time (monthly)
Provide PAOC 'CORE' AMD Designated personnel, as required, for all PAOC Exercises and Training events. Ensure 'CORE' personnel are readily accessible at all times and are able to be recalled within 48-hours of call up.	<a href="#"><u>1.3.</u></a> <a href="#"><u>1.3.4.</u></a>	95% of the time (monthly)

### SECTION 3 - GOVERNMENT FURNISHED PROPERTY AND SERVICES

**3.0. General.** The Government will provide the facilities, equipment, materials, and/or services listed here or in [Appendix 3](#).

**3.1. Government Furnished Property, Equipment, and Services.** Government furnished property, equipment, and services shall be managed in accordance with the provisions of this contract. The Contractor shall be responsible and accountable for all Government furnished property and equipment provided under this contract in accordance with the GFP clause. The Contractor shall not use Government furnished property, equipment, or services for non-contract related purposes and shall comply with all applicable Air Force directives listed in [Appendix 5](#).

**3.1.1. Government Furnished Property.** The Government will furnish or make available facilities described in [Appendix 3](#).

- A. Facilities have been inspected for compliance with Occupational Safety and Health Act (OSHA). No hazards have been identified. Should a hazard be subsequently identified, the government corrects OSHA hazards according to base-wide government developed and approved plans taking into account safety and health priorities. The fact that no such conditions have been identified does not warrant or guarantee that no possible hazard exists.
- B. The Contractor shall designate a building custodian and alternate to coordinate and oversee maintenance, repair, and approved upgrades to PAOC AMD's Alternate facility listed in [Appendix 3](#).
- C. Prior to performing any modification, the Contractor shall gain approval from the PAOC AMD Chief, notify the Contracting Officer (CO), and submit an AF Form 332, Base Civil Engineer Work Request for approval describing in detail the modification requested.
- D. The Contractor shall return the facilities to the Government in the same condition as received, fair wear and tear and approved modifications excepted.
- E. Provided facilities shall only be used for the performance of this contract.

**3.1.2. Government Furnished Equipment.** The Government will provide the equipment listed in [Appendix 3](#).

- A. The Contractor shall designate an Automatic Data Processing Equipment (ADPE) Custodian to receipt, manage, and account for furnished Equipment Authorization Inventory Detail (E Aid) equipment on Custodian Authorization/Custody Receipt Listings (CA/CRLs). Designee will work in conjunction with the Government's primary ADPE representative and act as the alternate PAOC AMD ADPE Representative in overseeing all ADPE assigned to the PAOC AMD.

B. Equipment Inventory. Not later than ten (10) days prior to the start of the contract and at the start of each option period, the Contractor and a Government representative shall conduct a joint inventory of all Government furnished equipment listed in [Appendix 3](#).

(1) The Contractor and Government representative shall jointly determine the quantity, working order, and condition of all equipment. Both shall certify inventory as to the working order of the equipment. Any disagreements shall be referred to the CO.

(2) The Contractor shall acknowledge receipt of all equipment provided by the Government by signing and dating an annual equipment inventory.

(3) Equipment determined to be in excess of Contractor needs shall be identified to the Government to initiate disposition action.

(4) Items of equipment missing or not in working order shall be documented and replaced or repaired by the Government as warranted.

- The CO will give disposition instructions for items beyond repair.

- The Contractor shall follow the GFP clauses to submit requests for replacement of Government furnished equipment.

**3.1.3. Government Furnished Services.** The Government will provide the following services:

A. Utilities - Electricity, water, and sewage.

B. Postal/Installation Distribution - Both on base and intergovernmental.

C. Telephone - Class "A" and "STE" (secure) DSN access for official off base use and class "C" for on base use only.

D. Refuse Collection – Office and common use area refuse pickup and disposal. Containers and collection of recycling materials will also be provided.

(1) The Contractor shall comply with all base recycling programs and use pre-positioned recycling collection bins provided by the Government.

E. Common Use Area Custodial Services – Carpet vacuum and restroom cleanup.

(1) The Contractor is responsible for keeping their immediate work areas neat and clean on a continuous basis.

(2) The Contractor shall assist the Government in escorting custodial personnel on a weekly rotating basis through secure areas of the PAOC AMD and adjoining sections of the former 502 AOG.

F. Security forces and fire protection.

G. Emergency medical transportation and treatment on a cost reimbursement basis.

H. Electronic mail capability, Internet access, and all network (LAN) remote access.

- (1) The Contractor shall not use furnished services for non-contract related purposes nor establish any external network connectivity. Contractor shall comply with all applicable Air Force directives and instructions listed in [Appendix 5](#).
- (2) The Contractor shall note – Government representatives frequently monitor Internet and e-mail usage for fraud, waste, and abuse.

## SECTION 4 - GENERAL INFORMATION

**4.0. Contractor Responsibility.** The Contractor shall exercise management and operational control over all Contractor employees and retain full responsibility for performance requirements set forth in this Statement of Work (SOW)

**4.1. Project Management.** The Contractor shall provide an individual(s) who shall have full authority to act in all contract matters related to this SOW during all operations of this contract. This individual or his designated representative(s) shall be the point of contact for the Government. Performance of this service shall be on-site at Hickam Air Force Base (AFB), Hawaii.

A. The Contractor's On-Site Project Manager *Shall*:

- (1) Be designated in writing to the CO no later than the pre-performance conference conducted after award of the contract.
- (2) Be responsible and accountable to the CO in representing the Contractor for meetings.
- (3) Be responsible for maintaining complete supervision, direction, and control of Contractor employees at all times, ensuring the highest level of expertise and working knowledge of the operations.

**4.2. Contractor Employees.**

A. The Contractor *Shall*:

- (1) Present a neat, business-like appearance and be easily recognized as Contractor employees. This shall be accomplished by the wearing of approved badges, which shall contain at least the company's name and employee's name and photograph. Badges shall be of sufficient size and worn in a standardized manner as to be clearly visible.
- (2) Employ and maintain a knowledgeable, well-trained team of air mobility functional experts familiar with operations in the PACOM AOR. Current and valid professional certifications are required before starting work under this contract. See [Appendix 10](#).
- (3) Obtain identification cards and base passes for all employees and vehicles used in this contract. Application shall be coordinated through the Contracting Officer or designated representative. At the time of application, Base Security Forces may conduct routine background checks on employees. Upon termination of employment, the Contractor shall return identification cards and base passes to Security Forces within 24 hours.

B. The Contractor *Shall Not* Employ:

- (1) Any person for work on this contract if such employee is identified to the Contractor by the CO as a potential threat to the health, safety, security, general well being, or operational mission of the installation and its population.
- (2) Any person who is an employee of the US Government if employing that person would create a conflict of interest.
- (3) Any person who is an employee of the Department of the Air Force, either military or civilian, unless such has been approved according to DoD Directive 5500.7 or such employment would be contrary to Air Force policies.

Note: The Contractor is cautioned that off-duty military personnel hired under this contract may be subject to permanent change of station, change in duty hours, or deployment. Military Reservists and National Guard members may be subject to recall to active duty. The abrupt absence of these personnel could adversely affect the Contractor's ability to perform. If hired, their absence at any time shall not constitute an excuse for non-performance under this contract.

#### 4.3. Contract Employee Training and Travel.

- A. Government Provided Training. The Government will provide the following training on site at Hickam AFB or as noted. This training is mandatory for all employees identified in the ATTENDED BY column below and shall be completed prior to employee assuming full duties or as specified for this contract.

TYPE OF TRAINING	ATTENDED BY	COURSE LENGTH
Security Awareness Training and Education (SATE)	All employees requiring access to government computers/systems	1 Hour
Fire Extinguisher Training	All employees	2 Hours
Records Management (RM) Training	All employees who manage official records	1 Day
Workgroup Manager (WM) Training	Primary and Alternate (within 6 months of hire)	As determined by Government Workgroup Training Manager and 15 CS
Privacy Act (PA)	PA System Managers and PA Monitors (PAM)	Self Study
COMSEC Responsible Officer (CRO) Training	Primary and Alternate CRO	½ Day
STE Responsible Officer (SRO) Training	Primary and Alternate SRO	½ Day
Building Management Rep Training	Primary and Alternate (Bldg 2155)	As determined by PACAF Bldg Management



TYPE OF TRAINING	ATTENDED BY	COURSE LENGTH
Base Flightline Driver Training	Any employee planning to drive on the base flightline	½ Day
Air Operations Center (AOC) Initial/Mission Qualification Training	'CORE' AMD designated personnel (within 180 calendar days of full performance or when newly designated)	Per AFI13-1AOCV1 or as specified by PAOC Training Manager

(1) Requests for initial employee training shall be submitted to the CO no later than ten (10) workdays after contract start date or employee start date as applicable.

(2) For new Government provided equipment requirements, technologies, or processes not addressed in this SOW (as determined by the QAP and CO), the Government will provide technical or procedural training to an initial cadre of Contractor personnel not to exceed 25 percent of the target population.

Note: The Government will be responsible for all approved costs associated with initial training. The Contractor shall be responsible for subsequent costs after initial training is provided.

B. Contractor Travel. Contractor personnel may be required to attend various functions or events for the PAOC AMD such as seminars, conferences, workshops, meetings, etc. which require temporary duty travel. If the CO determines attendance to be necessary, and funding is available, the Government will provide funding.

(1) Within 1 week of travel/event completion, Contractor personnel shall submit a written trip report to the PAOC AMD Chief detailing items relevant to AMD operations.

(2) Given funding is available, the Contractor may request PAOC AMD Chief approval for additional Government training/certification through QA personnel.

(3) Contractor personnel are not on mobility status and are considered non-deployable in regards to the PAOC AMD.

Note: On occasion, the Contractor may be required to travel in Mission Essential Ground Personnel (MEGP) or other required traveler status for the purpose of PAOC AMD mission orientation and flying unit familiarization. In this case, air travel will be aboard a U.S. military aircraft on a non-reimbursable/non-interference basis IAW DoD 4515.13-R.

**4.4. Contractor Quality Control Plan (QCP).** The Contractor shall submit a QCP to the CO for review and acceptance prior to the pre-performance conference. Any subsequent changes to the plan shall be coordinated with the CO thirty (30) days prior to implementation.

A. The Quality Control Plan shall include as a minimum:



- (1) A description of the inspection system to cover all services listed in the SOW. Description should include specifics as to the areas to be inspected, on both a scheduled and an unscheduled basis, and the frequency of inspections.
- (2) A description of the system that will facilitate continuous improvement and address any negative trends and their corrective actions. As a minimum, regular feedback on noted discrepancies, trends, and corrective actions shall be provided to Government QA personnel on at least a monthly basis.
- (3) A description of the records to be kept to document inspections and corrective or preventive actions taken.

Note: Records shall be kept and made readily accessible to the Government in a central location throughout the life of the contract and for the period after contract completion until final settlement of any claims under this contract.

- (4) Description of Contractor-developed metrics used to measure the effectiveness of the Contractor's QCP and the Contractor's ability to meet performance objectives. Description shall detail Contractor's data collection process and indicate how metrics will be provided to the Government on a monthly and annual basis. These metrics and the Contractor's QCP form the basis of the Government's oversight. The Government shall approve all metrics and subsequent modifications or deletions prior to their use. *The Contractor's initial set of metrics shall be available and approved by the Government prior to contract full performance.*
- (5) A written safety and health plan which shall include details of the Contractor's safety organization, responsibilities, method of program implementation, and how hazards and deficiencies shall be identified and corrected. It shall detail employees' responsibilities for safety of others; employees' responsibilities for reporting all mishaps; and establishing procedures for identifying, reporting, and/or correcting unsafe conditions, hazards, or practices. The plan shall also contain mishap notification and reporting procedures.
  - Safety hazards and mishaps involving Air Force facilities, equipment, or personnel shall immediately be reported to the QAP and 15AW Safety Office. The Wing Safety Office will assist the CO in investigation and reporting of such mishaps.
  - Immediately notify the Wing Safety staff and QA of work-related death or serious injury of contract employees. If the Government elects to conduct an investigation of an accident, the Contractor shall cooperate fully and assist the Government personnel until the investigation is complete.
  - Mishap investigation and reporting of accidents involving only Contractor employees or equipment shall be the responsibility of the Contractor.
- (6) A written plan describing the control and protection of Government furnished property and equipment made available to the Contractor to perform work prescribed

for this contract. Plan shall detail employees' responsibilities for protection of Government property, recurring inspections and physical inventories, handling of lost and damaged equipment, and return of excess property. In addition, it shall identify primary person(s) responsible for coordinating routine maintenance and Government approved upgrades/modifications of provided facilities.

**4.5. Government Quality Assurance.** In accordance with the Inspection of Services clause, the Government will evaluate the Contractor's performance under this contract. This evaluation encompasses the Contractor's own established metrics of how it performs to the level of service required by this SOW, in addition to, periodic surveillance by Government Quality Assurance Personnel (QAP) as outlined in the Government's Quality Assurance Surveillance Plan (QASP).

A. IAW the Government QASP, Government QAPs will record all surveillance observations. When an observation indicates defective performance, the QAP will meet with the contract site manager or designated representative to resolve the issue and institute corrective action as required to prevent reoccurrence.

(1) In the event of a significant deviation or negative trend, the Government QAP shall draft a Corrective Action Request (CAR) for the PAOC AMD Chief's review/concurrence. Upon PAOC AMD Chief concurrence, the contract site manager or his designee shall sign and date the CAR prior to the QAP forwarding the request to 15CONS Contracting Officer for review and final determination. Note: The signing of the CAR by the Contractor does not constitute concurrence, but acknowledges that the site manager is aware of the write-up and that formal corrective action is being requested.

(2) In addition to areas outlined in the QASP, the Government may surveil other areas during the performance period of this contract according to standard inspection procedures and/or other provisions.

B. Government QAPs represent the CO and participate in the administration of this SOW. The identity of Government QAPs with a brief summary of their responsibilities will be furnished to the Contractor prior to the contract start date. Government QAPs will not have the authority to bind the Government to any contractual modifications or do anything to affect the Contractor's cost. When there is a question or concern, the Contractor shall contact the CO.

#### **4.6. Hours of Operation:**

A. Services identified in sections 1.2 and 1.3 of this SOW require a twenty-four (24) hour, seven (7) days per week operation. However, responsibilities outlined under paragraph 1.3 do not necessarily require 24/7 manning, but should the need arise, the capability shall be available on an "as-needed" basis.

B. For those services identified under section 1.4 as requiring eight (8) hours per day, five (5) days per week operation, the Contractor shall operate Monday through Friday.

Holidays shall be observed as identified in the applicable Department of Labor Wage Determination.

**4.7. Place of Performance.** Hickam AFB, Hawaii. See [Appendix 6](#) for utilization of facilities. The CO must approve all alternate places for the performance of any duties specified in this SOW.

**4.8. Strike Plan.** The Contractor shall formulate and submit a written work force strike plan to the CO for review and feedback no later than the pre-performance conference. The strike plan shall specifically address the Contractor's strategy to continue service during any labor disputes.

**4.9. Security Requirements:**

A. The Contractor *Shall*:

- (1) Comply with all security and threat related requirements as set forth in applicable Air Force Instructions listed in [Appendix 5](#).
- (2) Obtain (and keep current through the life of this contract) secret security clearances for all Contractor employees prior to employee contract start date.

\* Functional lead designated personnel (i.e. Airlift Plans Task Lead, Tanker Plans Task Lead, etc.) should have a Top-secret clearance.

- (3) Obtain (and keep current through the life of this contract) top-secret/SCI security clearances for those designated to support the PACAF Threat Working Group (TWG) or interface with various MAJCOM Staffs. (Minimum of 2 personnel)
- (4) Comply with Government operating procedures for internal circulation control, protection of resources and regulation of entry into Air Force controlled/restricted areas during normal, simulated and actual emergency operations.

**4.10. Contractor's Contingency Support Plan:**

A. This contract has been designated a wartime Critical Skill Contract pursuant to DoDI 3020.37. All functions identified in this SOW have been designated as wartime Critical Skill functions. Therefore, the Contractor shall establish and maintain a detailed Support Plan that will ensure continuation of all normal services of this SOW during any significant operation, contingency, event, or crisis situation in the Pacific that increases the PAOC AMD workload. Specifically, this Plan shall detail the Contractor's 'Beyond Normal Steady-State Operations' support addressed in paragraph 1.3.3. In addition, the Plan shall identify employees having military mobilization recall commitments and how the Contractor plans to replace those employees in the event of mobilization.

- (1) The Contractor shall submit their Contingency Support Plan to the CO for review and acceptance prior to the pre-performance conference. Thereafter, any subsequent changes must be pre-approved by the CO prior to making changes to the Plan.

**4.11. Privacy Act (PA).** The Contractor shall be familiar with the provisions of the PA. The Contractor shall appoint a Privacy Act Monitor (PAM) in accordance with AFI 33-332 and ensure that person receives required training through the Base Privacy Act Officer to ensure compliance and administer the local program within the Contractors area of responsibility. The Base Privacy Act Officer will provide the training through a Self Study Program.

**4.12. Hickam AFB Vehicle Requirements.**

- A. The Contractor shall provide all vehicles at Hickam AFB needed in support of requirements established in this SOW. Each vehicle shall have the name of the Contractor neatly exhibited on each side of the cab. The vehicles shall be in satisfactory mechanical condition and shall present a neat and clean appearance. Within military installations on Oahu, vehicles shall be operated in compliance with base traffic regulations.
- B. No Contractor vehicle shall be operated on the base flightline without proper insurance and flightline driver training as determined by the PACAF Logistics Readiness Division.

**4.13. Other Support Requirements.** The Contractor shall:

- A. Support all OPLANs ([Appendix 9](#)) and Memorandums of Agreement and Support Agreements ([Appendix 8](#)).
- B. Provide required reports as specified in [Appendix 7](#).
- C. Have central point(s) of contact for safety and health related issues.
- D. Ensure employees comply with all safety and health standards for the protection of Government personnel, equipment, aircraft, and/or facilities.
- E. Ensure employees have adequate safety, occupational and radiological health education when engaged in activities involving Government facilities, personnel, aircraft, or equipment.
- F. Follow all applicable Government directives (publications/instructions/regulations/manuals, etc.) listed in [Appendix 5](#) of this SOW. These mandatory publications and directives shall be complied with as printed, without deviation.
- G. Submit a request to the QAP if the use or development of alternate forms in lieu of Government forms is proposed. The proposed forms must comply with the intended effect or product contemplated by the Government form(s). Final approval authority for the use of alternate forms is the CO.
- H. Ensure policies and procedures are established that minimize/eliminate the risk of environmental pollution. The Contractor shall cooperate with base officials in resolving incidents and take corrective action to prevent recurrence where the release of

hazardous/toxic/radioactive material occurs within the Contractor's areas of responsibility as defined in this SOW.

#### **4.14. Contractor Mobilization/Changeover:**

- A. Government Right. The Government reserves the right to conduct site visits in all Contractor-operated facilities in conjunction with the solicitation of offers for a follow-on contract.
- B. Follow-on Contract. In the event the follow-on contract is awarded to other than the incumbent, the incumbent Contractor shall provide all reasonable support to the Government and the successful offeror to ensure an orderly transition and minimize any impact on the entire operation. With regard to the successor Contractor's access to incumbent employees, a recruitment notice may be placed in each facility.
- C. All products/information produced by Contractors related to PAOC AMD operations within the scope of this contract using government systems, databases, computer programs or any other media electronic or otherwise is government property and will not be designated proprietary for any reason.
- D. Summary. The incumbent Contractor recognizes that the services provided by this contract are vital to the Government's overall effort and continuity must be maintained at a consistently high level without interruption; that upon expiration of this contract, a successor, either the Government or another Contractor, may continue these services; that the successor, be it the Government or another Contractor, will require assistance from the incumbent Contractor and the incumbent Contractor shall give his/her best efforts and cooperation in order to effect an orderly and efficient transition from his/her operation to a successor. Unless otherwise directed by the CO, the incumbent Contractor shall provide a comprehensive transition plan not later than 30 days prior to the start of the new contract transition period. The transition plan shall include provisions for incumbent Contractor actions to assist and coordinate with the Government and the successor Contractor in the changeover of all functions on the contract performance start date. The incumbent Contractor shall provide sufficient numbers of personnel to conduct a joint inventory of all Government-furnished equipment (GFE), Government-provided facilities, publications, accounts, records, etc., with the successor Contractor and Government representative to ensure inventories/accounts are accurate and complete.

- 4.14.1. Transition Plan:** Should the follow-on contract be awarded to other than the incumbent, the new incoming Contractor will have ninety (90) days to assume full responsibility for all functions in the SOW and become familiar with Government provided facilities, equipment, and software. During the 90-day transition period, the incoming Contractor shall work jointly with the incumbent in accomplishing the PAOC AMD mission. Although the incumbent retains responsibility for work performed up until the end of transition, they in no way shall act in a supervisory capacity over new Contractor employees. They will work closely with the new Contractor to identify and explain any unique aspects of the mission. In addition, the PAOC AMD Government work force will be on-hand to observe, interface, and advise where needed.
- A. Government Observations. Other Government personnel, such as Inspector General or higher headquarters staff, are authorized to observe a Contractor's operation. However, these personnel may not interfere with a Contractor's performance.

## APPENDIX 1 – DEFINITIONS

**A1.0. General.** In this section both definitions and acronyms are included, and any that are unclear can be located alphabetically below. In the first paragraphs commonly used words and phrases are defined. Additional technical definitions are included in some functional area specific duties. Lists of definitions are also found in functional area publications and directives.

### **A1.1. General Definitions:**

- A. Quality Assurance (QA) Personnel: Government employee(s) responsible for the surveillance of the Contractor's performance.
- B. Quality Control (QC): Those actions taken by a Contractor to control and ensure the performance objectives meet the requirements of the Statement of Work. References in Government publications to QA shall be interpreted as meaning QC for purposes of this contract.

### **A1.2. Technical Definitions:**

- A. Component Commands: Those individuals, units, detachments, organizations, or installations under the component commander's military command that have been assigned to the operational command of the commander of the unified command. Examples include USAFE in Europe and PACAF for the Pacific.
- B. Contracting Officer (CO): The duly appointed Government agent authorized to award or administer contracts. The contracting officer is the only person authorized to contractually obligate the Government.
- C. Crisis Situation (Per DoDI 3020.37): Any emergency so declared by the National Command Authority (NCA) or the overseas Combatant Commander, whether or not U.S. Armed Forces are involved, minimally encompassing civil unrest or insurrection, civil war, civil disorder, terrorism, hostilities buildup, wartime conditions, disasters, or international conflict presenting a serious threat to DoD interests.
- D. Deliberate Planning: The Joint Operation Planning and Execution System process involving the development of joint operation plans for contingencies identified in joint strategic planning documents. Conducted principally in peacetime, deliberate planning is accomplished in prescribed cycles that complement other Department of Defense planning cycles in accordance with the formally established Joint Strategic Planning System. A planning process for the deployment and employment of apportioned forces and resources that occurs in response to a hypothetical situation. Deliberate planners rely heavily on assumptions regarding the circumstances that will exist when the plan is executed.
- E. Essential Contractor Service: A service provided by a firm or an individual under contract to the Department of Defense to support vital systems including aircraft owned, leased, or operated in support of military missions or roles and associated support



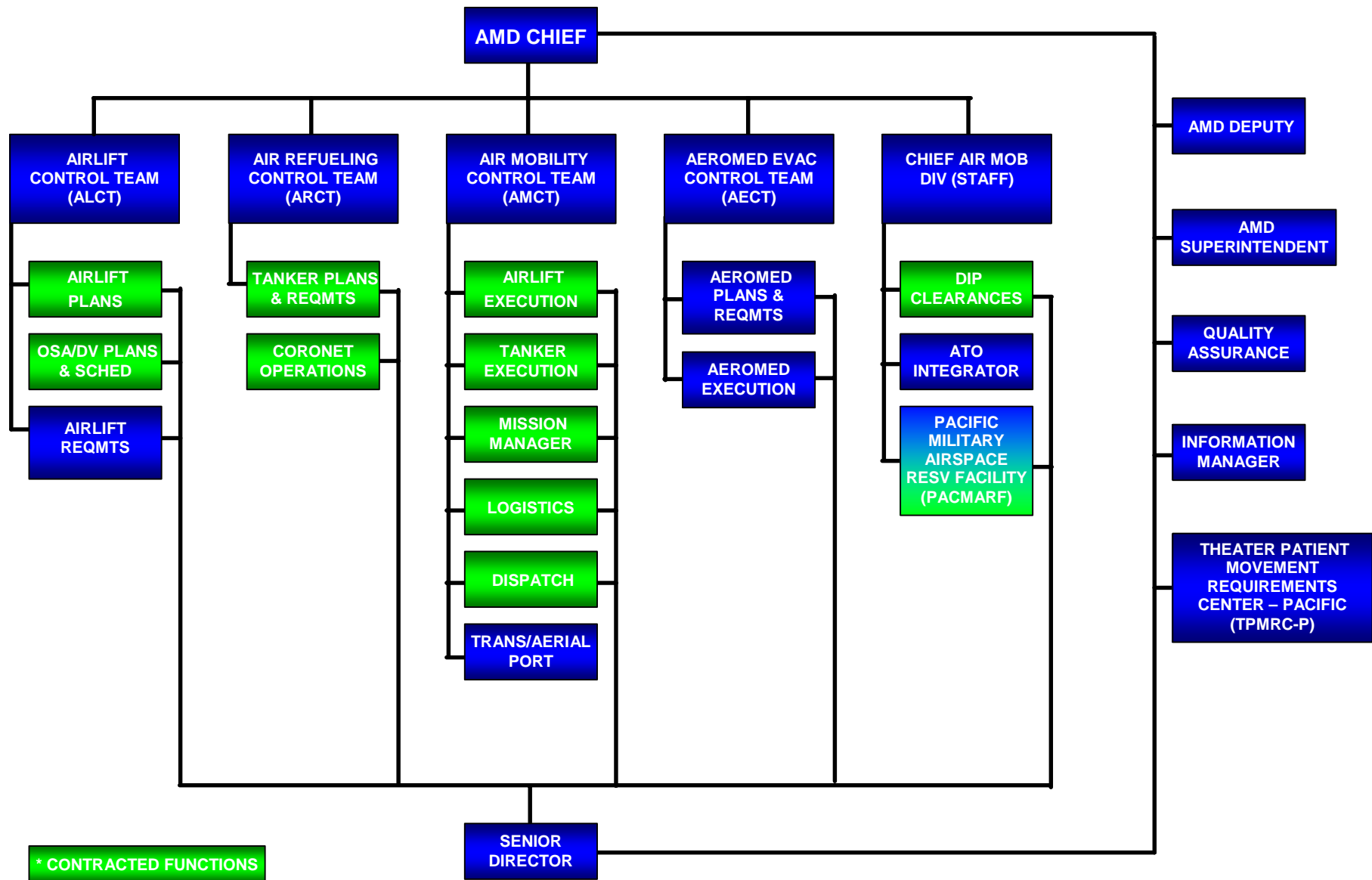
activities including installation, garrison, and base support service considered of utmost importance to the U.S. mobilization and wartime mission. Those services are essential because (1) there are no military or DoD civilian employees to perform these services immediately, (2) the effectiveness of defense systems or operations may be seriously impaired, and (3) interruption is unacceptable when those services are not available immediately.

- F. Global Decision Support System (GDSS): The system used to monitor all USAF air mobility assets throughout the world. Contains data concerning flight schedules, actual arrival/departure times, maintenance information, aircrew data, and other miscellaneous information concerning mobility operations.
- G. Higher Headquarters (HHQ): The organization that supports the Commander decision making process, then produces policy and guidance for subordinate units to follow.
- H. Joint Operation Planning and Execution System (JOPES): A joint planning and execution system that provides the foundation for conventional command and control by national-and theater-level commanders and their staffs. It includes joint operation planning policies, procedures, and reporting structures supported by communications and automated data processing systems. It is used to monitor, plan, and execute mobilization, deployment, employment, and sustainment activities associated with joint operations.
- I. Limiting Factor (LIMFAC): A shortfall that has a significant impact on the capability to perform the wartime mission.
- J. Major Crisis: Any emergency so declared by the National Command Authority (NCA) or the overseas Combatant Commander minimally encompassing civil unrest or insurrection, civil war, civil disorder, terrorism, hostilities buildup, wartime conditions, disasters, or international conflict presenting a serious threat to the United States, its territories, citizens, military forces, possessions, or vital interests whereby US military forces and other national resources have been mobilized to support national objectives within the crisis area.
- K. Material Handling Equipment (MHE): Includes 10K forklifts, 25K loaders, etc. Used to move/handle cargo/mail, etc.
- L. Missions in Execution: Any mission within 24 hours of initial departure on a flying mission from home station.
- M. Off-Station Trainer: O&M funded aircrew training mission that remains overnight (RON). Ideally, off-station training missions should be totally planned and coordinated by the crew(s) being trained, and in concert with all wing operating agencies; i.e., DOO, DOT, TR, LG. The PAOC AMD may assist in the planning effort when requested, however, the ultimate responsibility for ensuring that missions are properly planned and coordinated rests with the wing current operations.



- N. Operation Order (OPORD): An OPORD is direction issued by a commander to subordinate commanders for the purpose of effecting the coordinated execution of an operation.
- O. Operation Plan in complete format (OPLAN): An operation plan for the conduct of joint operations that can be used as a basis for development of an OPORD. Complete plans include deployment/employment phases, as appropriate.
- P. Pacific Coronet: The organized movement of fighter, bomber, attack, and reconnaissance aircraft in the PACOM AOR requiring air-refueling support.
- Q. Quality Assurance Surveillance Plan (QASP): An organized, written document specifying the surveillance methodology to be used for surveillance of Contractor performance.
- R. Quality Control Plan (QCP): Those actions taken by a Contractor to control the production of goods or services so that they meet the requirements of the SOW.
- S. Tanker Airlift Control Element (TALCE): Small team designed to deploy and set up airfield operations in austere locations and control and sustain them for 60 days.
- T. Technical Order (TO): An Air Force publication that gives specific technical direction and information for inspection, storage, operation, modification, and maintenance of Air Force motor vehicles and equipment.
- U. Time Phased Force and Deployment Data (TPFDD). The Joint Operation Planning and Execution System data base portion of an operation plan; it contains time-phased force data, non-unit related cargo and personnel data, and movement data for the operation plan, including: a) In-place units; b) Units to be deployed to support the operation plan with a priority indicating the desired sequence for their arrival at the port of debarkation; c) Routing of forces to be deployed; d) Movement data associated with deploying forces; e) Estimates of non-unit related cargo and personnel movements to be conducted concurrently with the deployment of forces; and f) Estimate of transportation requirements that must be fulfilled by common-user lift resources as well as those requirements that can be fulfilled by assigned or attached transportation resources.
- V. Unit Line Number (ULN). A seven character alphanumeric field that uniquely describes a unit entry (line) in a JOPES III ADP TPFDD (JCS Pub 5-02.1, C1).
- W. Unit Type Code (UTC). A five-character alphanumeric code that uniquely identifies each type unit of the Armed Forces (JCS Pub 1-02). (The USAF War and Mobilization Plan, Volume 3 (WMP-3) lists the UTCs for all Air Force capabilities. UTCs are used by unified and specified commands, HQ USAF, and Joint Chiefs of Staff to identify forces required to support contingency plans. They are standardized between all units tasked for the same type deployment package in order to provide proper planning for operation plan requirements).

## KHQ PAOC AIR MOBILITY DIVISION (AMD)



**A2.0. PAOC AMD Government Roles and Responsibilities.**

- A. Aeromedical Evacuation (AE) Cell. Plans, coordinates, procure and flight follows AE missions on 24/7/365 basis in PACOM AOR. PAOC AMD's AE execution arm. Provides critical C2 link between airlift operations and medical/joint interface with TPMRC.
- B. Information Manager (IM). Performs all administrative and Workgroup Management duties for the PAOC AMD.
- C. Airlift Requirements Cell. PACAF's executive agent for management of airlift requirements. Formulates and analyzes time-phased force deployment data (TPFDD) and ensures feasibility and efficiency of airlift requirements in the Pacific and Indian Ocean regions. Deploys throughout the Pacific AOR as liaison between USPACOM, USTRANSCOM, TACC, CJTF, and service components worldwide. Validates all airlift requirements in support of Joint POW/MIA Accounting Command (JPAC) in the recovery of human remains in the Asian AOR.
- D. Pacific Military Altitude Reservation Facility (PACMARF). Coordinates airspace altitude reservation (ALTRV) requests for U.S. Military and Government entities operating in the USPACOM AOR. Negotiates airspace memorandums of understandings (MOUs) with FAA and host nations.
- E. Quality Assurance Personnel (QAP). Works directly for the PAOC AMD Chief. Represents 15CONS Contracting Officer (CO) in the administration and oversight of the PAOC AMD Contract. Oversees contract compliance for the Government. Responsible for overall inspection and acceptance of contracted services.
- F. Senior Director (SD). Single point of contact for PACAF air mobility command and control. Provides oversight and decision-making in the execution of day-to-day PAOC AMD command and control operations. Contractor's Government interface.
- G. Theater Patient Movement Requirements Center - Pacific (TPMRC-P). Patient validating agent for the PACAF Surgeon General. Assigned to the PAOC AMD for administrative control and oversight by the PAOC AMD Chief.

## APPENDIX 3 – GOVERNMENT FURNISHED PROPERTY

## A3.0. Government Furnished Facilities:

Bldg No.	Square Footage
1102	3,150
2155	1,850
Hangar 3	TBD

## A3.1. Government Furnished Equipment:

Item (*Shared Items)	Quantity	Bldg No.
<u><b>Chairs</b></u>		
AERON Ergo Desk Chair (Black)	37	1102
AERON Ergo Guest Chair (Tan/Blue)	1	
Swivel Desk Chair (Black Leather)	6	
Swivel Desk Chair	20	2155
<u><b>Work Stations &amp; Desks</b></u>		
Modular (Black Circular) Consoles	6	1102
Stand-alone Work Station w/overhead bin	11	
Modular Furniture Work Station	24	
Mahogany Desk and Book Case	1	
Modular Furniture Work Stations (tan)	20	2155
Desk	2	
<u><b>Storage Cabinets</b></u>		
Mahogany Wardrobe Cabinet*	2	1102
Metal Storage Cabinet (w/Mahogany Top)	1	
Metal Storage Cabinet*	5	
4 Drawer Safe*	1	2155
Metal Storage Cabinet*	1	
<u><b>Miscellaneous</b></u>		
Leather Club Chair	1	2155
Leather Sofa	1	
Podium	1	

**A3.2. Automated Data Processing Equipment (ADPE):**

Item	Quantity	Bldg No.
<b><u>Computers</u></b>		
Dell GX 150, Pentium III, 1000/133	4	1102
Dell GX 260T, Pentium IV, 1.3-3.0 GHz	6	
Dell Optiplex, GX-270	12	
Dell Optiplex, GX270T, Pentium IV, 1.3-3.0 GHz	27	
Dell 1500, GX 400, Pentium IV, Mini Tower	12	
Dell Latitude, 3.0 GHz, 80GB, Laptop	2	
Dell GX 260T, Pentium IV 1.3-3.0 GHz	15	2155
Dell Latitude, 3.0 GHz, 80GB, Laptop	2	
Sony VAIO Laptop	1	

**A3.3. Miscellaneous Government Furnished Communications Equipment:**

Item (*Shared Items)	Quantity	Bldg No.
<u><b>Fax Machines</b></u>		
Brother Intellifax 4100 Fax Machine	1	1102
Brother Intellifax 4750e Fax Machine*	1	
Brother MFC-8500 Fax Machine	1	
HP 910 Fax Machine	1	
Brother Intellifax 3800 Fax Machine*	1	2155
Brother MFC-1970 Fax Machine	1	
Canon PC 940 Copier*	1	
<u><b>Monitors</b></u>		
Dell 17" Flat Panel Monitor	21	1102
Sony 17" Trinitron Monitor	1	
NEC 19" LCD Monitor	2	
Samsung 19" Flat Panel Monitor	6	
Dell 20" Flat Panel Monitor	12	
Max Displays 3 Panel 18" Viewable	4	
Dell 17" Monitor	18	2155
<u><b>Printers</b></u>		
HP Laser Jet 4000T	1	1102
HP Laser Jet 4200n	1	
HP Laser Jet 4200*	3	
EPSON Stylus Color 900	1	
HP 4500 Laser Jet Color Printer*	1	
HP 4600N Laser Jet Color Printer*	1	

HP Laser Jet 4050N	2	2155
<u><b>Projectors</b></u>		
3M MP7740i Projector*	1	2155
Lite Pro 220 Projector	1	
<u><b>Shredders</b></u>		
Whitaker Brothers Shredder*	2	1102
SEM Shredder	1	2155
<u><b>Telephones</b></u>		
Electrospace Red Switch Telephones	6	1102
Lucent or Avaya 6408D+ Telephones	36	
STE	3	
Electrospace Red Switch Telephones	2	2155
Meridian Telephones	16	
<u><b>Miscellaneous</b></u>		
Canon Copier*	1	1102
Two Drawer Safe	1	
AMPLIVOX Audio System	1	2155
Quasar TV	3	

#### A3.4. Government Furnished Software:

Program
Advanced Computer Flight Plan (ACFP) Flight Planning Software
Airborne Flight Information System Communications (AFISCOM)
Air Refueling Management System (ARMS)
Consolidated Air Mobility Planning System (CAMPS)
Global Air Transportation Execution System (GATES)
Global Decision Support System (GDSS)
Global transportation Network (GTN)
Integrated Maintenance Data System (IMDS)
Integrated Management Tool (IMT)
Joint Operation Planning Execution System (JOPES)
Mission Monitoring Management (M3)
MICAP Asset Sourcing System (MASS)
Portable Flight Planning System (PFPS)
Theater Battle Management Core System (TBMCS)
Jeppesen Sanderson JEPPVIEW

## APPENDIX 4 – HISTORICAL DATA

**A4.0. Historical Data.** The following historical data is provided for informational purposes only.

WORKLOAD REQUIREMENT	QUANTITY BY MONTH											
	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04
Sorties Flight-Followed	425	649	624	573	622	610	519	697	491	599	579	586
Flight Plans	303	537	494	422	479	459	378	548	366	466	426	452
Diverts/Recuts/Emergencies (Missions in Execution)	2	7	5	7	14	9	12	21	8	4	7	4
Crew/Equip Waivers Processed	1	1	3	2	2	3	4	1	3	1	0	2
Out-of-the-Ordinary Events	0	0	0	0	0	0	0	0	0	0	0	1
Mission Plans (Initial cuts)	118	48	110	118	84	122	50	76	90	26	61	55
Aircraft Recoveries	23	22	26	18	38	19	19	27	22	32	21	28
JA/ATT requests	1	1	1	1	1	1	1	1	1	1	1	1
SAAM requests	11	15	14	14	30	29	21	17	16	18	19	27
CORONET movements	6	4	7	6	5	7	7	5	13	18	12	3
COALITION support	9	0	2	4	9	9	4	2	0	0	6	3
POTUS support	0	0	0	0	0	0	0	0	0	0	0	0
DIP Clearances	29	6	37	92	55	26	17	41	112	39	36	44
Staff Packages/Taskers	2	4	10	1	2	5	7	11	5	11	15	4
PACMARF ALTRV requests	Averaged 148 ALTRV requests / 337 Air Control Center contacts per month											
Status briefings	Daily to PAOC Staff; once a week to PAOC AMD Chief											
Off-Station Training (OST) Mission support	Support is as requested; anticipate 2 each C-40/C-37 per month and 2 C-17s per week											
DEEP FREEZE support	Anticipate 9 deployment and 9 redeployment missions per year											
CPX / FTX participation	Anticipate 2 Exercises per quarter requiring PAOC AMD participation											
IT Trouble Shooting & Installation Events	Average 30 events per month varying from 5 minutes to 2 hours											
IT WG Manager Activity	Average 4 activities per month varying from 20 minutes to 32 hours											



OSA WORKLOAD REQUIREMENT	QUANTITY BY MONTH											
	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04
OSA Support Requested	105	126	157	156	139	172	112	110	140	109	103	105
OSA Support Scheduled	70	89	104	108	77	72	61	68	67	64	60	73
OSA DIP Clearances	2	3	9	3	2	2	2	1	0	0	1	0
* PACAF Centralized OSA Scheduling responsibility was incorporated within the PACAF AMOCC on 30 Dec 03. Prior to this date, support requests were sent to the OSA flying units who scheduled, coordinated and planned their own missions. The PAOC AMD now accomplishes these functions.												

## NOTES:

- The Historical Workload Data provided is for reference purposes only. During any given year, the actual workload may fluctuate due to unforeseen circumstances or events.
- The one Out-of-the-Ordinary Event that occurred in December 2004 was OPERATION UNIFIED ASSISTANCE (OUA) Tsunami Relief Effort. The Event occurred late in the month, thus, had minimal affect on the workload data for 2004.
- Note: In 2006, the PACAF force mix is due to change significantly with PACAF expecting to add 16 C-17s to the PACAF fleet while divesting 16 C-130s. This trade-off in fleet and aircraft capability will, no doubt, have a significant impact on PAOC AMD's workload in the ensuing years. At present, it's unknown what that impact will be since operational control of the C-17s is still under debate. However, given OPCON and an 85% commitment level, we know at least 4 TWCF missions will be tasked per Wing per day and, given the worldwide mission of the C-17 that, at a minimum, the coordination effort for dip clearances would increase appreciably. In this regard, the successful Contractor should have some C-17 expertise on their operational planning and execution staff to service the PACAF C-17 mission.

## APPENDIX 5 – APPLICABLE PUBLICATIONS AND FORMS

**A5.0. GENERAL.** Publications and forms applicable to this SOW are listed below. The Contractor shall be guided by those publications to accomplish requirements in the SOW. Electronic publications can be obtained through Air Force Link web site (<http://www.e-publishing.af.mil/>).

**A5.1. Regulations, manuals, and other directives.** The following regulations, manuals, and other directives, as supplemented, are applicable to the requirements set forth in this contract. The most current referenced directives and supplements thereto are to be utilized in the pricing of this contract. The Contractor shall maintain the Technical Library and therefore, will be responsible for updating and utilizing changes to these directives as they occur.

- A. All publications are mandatory except those noted.
- B. It is the responsibility of the Contractor to establish follow-on requirements with the Air Force Publications Distribution Office (AFPDO) to ensure the most current publication or form is in use (to include all flight publications). The current date of applicable publications shall be verified using the latest edition of AFINDs.
- C. Supplements or amendments to listed publications and new publications from any organizational level may be issued during the life of the contract.
- D. Upon completion of the contract, the Contractor shall return all issued publications to the Government.

### A5.1.2. Applicable Publications:

<u>NUMBER</u>	<u>TITLE</u>	<u>DATE</u>
AFI 10-207	Command Posts	16 May 03
AFI 11-201	Flight Information Publications	01 Sep 97
AFI 11-202 Vol 3	General Flight Rules	06 Jun 03
AFI 11-207	Flight Delivery of Fighter Aircraft	01 Mar 98
AFI 11-215	Flight Manuals Program (FMP)	11 Jun 01
AFI 11-221	Air Refueling Management (KC-10 and KC-135)	01 Nov 95
AFI 11-222	Tanker Activity Report	06 Jun 94
AFI 11-255 Vol 3	Integrated Flight Management Responsibilities and Procedures	TBD
AFI 11-2C-12 Vol 3	C-12 Operations Procedures	20 Dec 01
AFI 11-2C-17 Vol 3	C-17 Operations Procedures	01 Dec 99
AFI 11-2C-21 Vol 3	C-21 Operations Procedures	01 Sep 99
AFI 11-2C-130 Vol 3	C-130 Operations Procedures	01 Apr 00
AFI 11-2C-KC-135 Vol 3	C/KC 135 Operations Procedures	01 Dec 99
AFI 11-2KC-10 Vol 3	KC-10 Operations Procedures	01 Sep 99
AFI 11-401	Aviation Management	03 Jun 04
AFI 13-1AOC Vol 3	Ground Environment Training – Aerospace Ops Center	01 Aug 05
AFI 13-1AOC Vol 3	Operational Procedures - Aerospace Operations Center	01 Aug 05

AFI 13-201	Air Force Airspace Management	20 Sep 01
AFI 13-202	Overdue Aircraft	18 Mar 94
AFI 13-208	Rescue Coordination Center Combat Search and Rescue Operating Procedures	01 Jan 96
AFI 13-217	Assault Zone Procedures	01 May 03
AFI 21-101	Aerospace Equipment Maintenance Management	01 Jun 04
AFI 21-103	Equipment Inventory, Status, and Utilization Reporting	03 Sep 03
AFI 24-101	Passenger Movement	25 Mar 02
AFI 24-201	Cargo Movement (PACAF Supp 1)	11 Nov 03
AFI 24-238	In-Transit Visibility	06 Feb 04
AFI 33-101	Communications and Information Management Guidance and Responsibilities	24 Jul 98
AFI 33-108	Compatibility, Interoperability, & Integration of Communications and Information Systems	14 Jul 94
AFI 33-111	Telephone Systems Management	13 May 04
AFI 33-112	Computer Systems Management	25 Feb 01
AFI 33-114	Software Management	13 May 04
AFI 33-115 Vol 1	Network Operations (NETOPS)	03 May 04
AFI 33-119	Electronic Mail (E-MAIL) Management and Use	01 Mar 99
AFI 33-129	Web Management and Internet Use	12 Aug 04
AFI 33-202	Network and Computer Security	17 Jun 04
AFI 33-203	Emission Security	26 Sep 02
AFI 33-204	Information Assurance (IA) Awareness Program	01 Apr 04
AFI 33-207	Computer Security Assistance Program	01 Sep 97
AFI 33-211	Communications Security (COMSEC) User Requirements	03 Jun 04
AFI 33-212	Reporting COMSEC Deviations	24 Jan 03
AFI 33-274	On-Hook Telephone Security and Guidelines	01 Jul 97
AFI 33-277	FORTEZZA Operational Security	18 Mar 04
AFI 33-324	The Information Collections and Reports Management Program: Controlling Internal, Public, and Interagency Air Force Information Collections	01 Jun 00
AFI 33-332	Privacy Act Program	29 Jan 04

#### A.5.1.3. PACAF Instructions:

<u>NUMBER</u>	<u>TITLE</u>	<u>DATE</u>
PACAFI 10-207	PACAF Command and Control	10 Oct 03
PACAFI 10-2101	Pacific Air Mobility Operations	13 Apr 01
PACAFI 13-202	Altitude Reservation (ALTRV) Procedures	01 Mar 99
PACAFI 13-206	PACAF Operational Support Aircraft Management	26 Jul 00
PACAFI 21-101	Maintenance Organization Procedures	27 Sep 99
PACAFI 21-165	Aircraft Flying and Maintenance Scheduling Procedures	01 Aug 01
PACAFI 23-206	PACAF Regional Supply Procedures	30 Jul 04
PACAFI 38-101	Command Relationships and Presentation of Forces	27 Aug 04
PAC Sup to AFI 11-221	Air Refueling Management (KC-10 and KC-135)	03 May 00
PACAFHOI 33-2	Records Management Program	04 Feb 05

**A5.1.4. Pamphlets:**

<b><u>NUMBER</u></b>	<b><u>TITLE</u></b>	<b><u>DATE</u></b>
AFPD 10-9	Lead Operating Command Weapon Systems Management	13 Jun 00
AFPAM 10-1403	Air Mobility Planning Factors	18 Dec 03
AFPD 10-21	Air Mobility Lead Command Roles and Responsibilities	01 May 98
AFPD 33-1	Command, Control, Communications, and Computer (C4) Systems	17 Sep 93
AFPD 33-2	Information Protection	01 Dec 96
PACAFP 24-1	Airlift Planning Guide	05 Apr 02

**A5.2. Forms:**

<b><u>DD FORMS</u></b>	<b><u>TITLE</u></b>	<b><u>DATE</u></b>
DD Form 2768	Military Air Passenger/Cargo Request	Mar 98

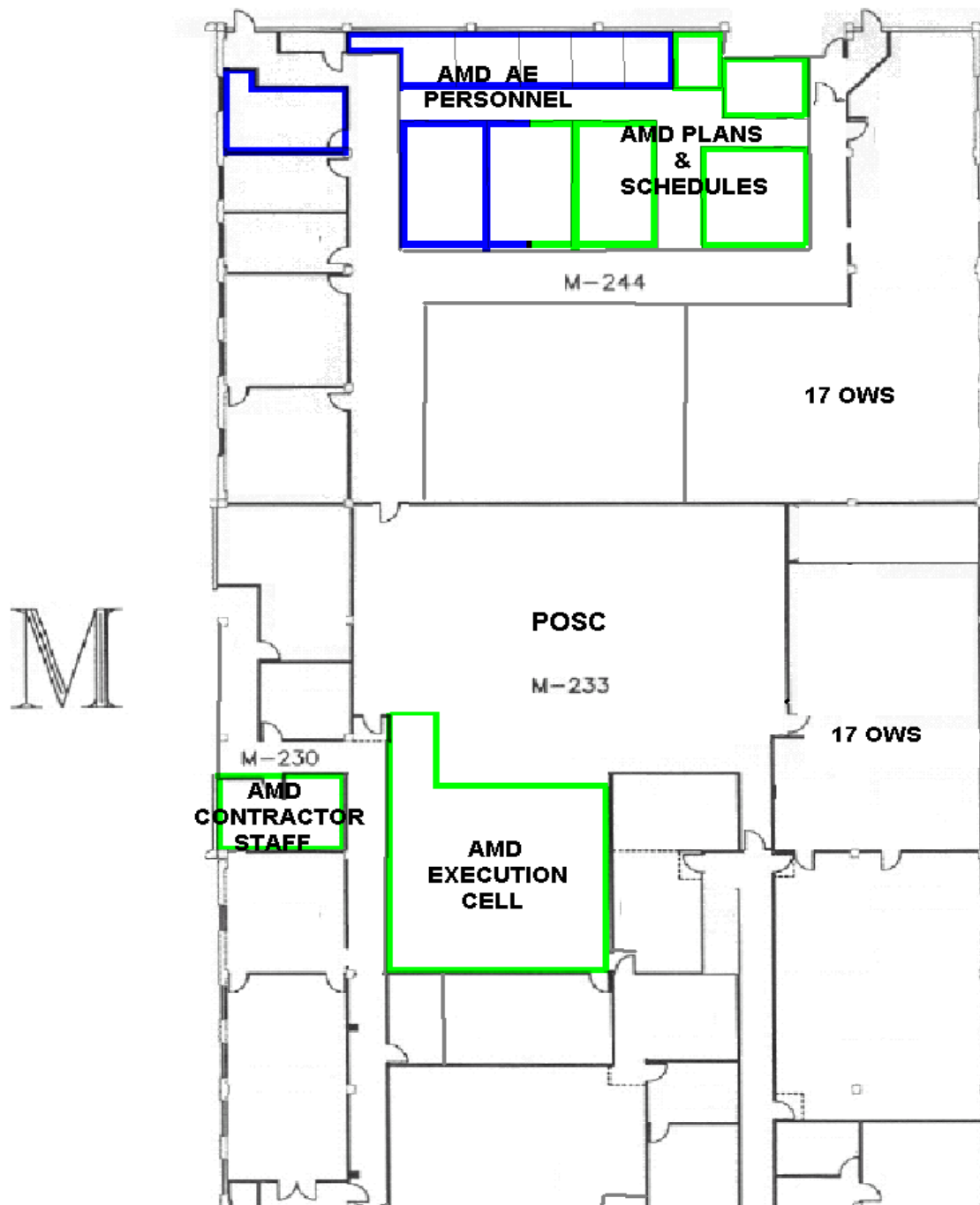
**A5.3. Miscellaneous Guidance:**

<b><u>NUMBER</u></b>	<b><u>TITLE</u></b>	<b><u>DATE</u></b>
AFDD 1-1	Leadership and Force Development	18 Feb 04
AFDD 2	Organization and Employment of Aerospace Power	17 Feb 00
AFDD 2-3	Military Operations Other Than War (MOOTW)	03 Jul 00
AFDD 2-4	Combat Support	22 Nov 99
AFDD 2-4.4	Bases, Infrastructure, and Facilities	13 Nov 99
AFDD 2-6	Air Mobility Operations	25 Jun 99
AFDD 2-6.1	Airlift Operations	13 Nov 99
AFDD 2-6.2	Air Refueling	19 Jul 99
AFDD 2-6.3	Air Mobility Support	10 Nov 99
AFDD 2-8	Command and Control	16 Feb 01
AFJI 23-206	Cash Sales of Ground Petroleum Products in Overseas Areas	09 Mar 84
AFMAN 10-206	Operational Reporting	30 May 03
AFMAN 23-110	USAF Supply Manual	01 Jul 04
AMCI 10-202 Vol 2	Command and Control (C2) Responsibilities and Procedures	10 Nov 03
AMCI 10-202 Vol 3	Contingency and Wartime Air Mobility Management	14 Nov 97
AMCI 10-202 Vol 6	Mission Reliability Reporting System	17 Jul 97
AMCI 10-204	Air Mobility Command Exercise Program	01 Jul 97
AMCI 11-206	Mobility Force Management	01 Jun 99
AMCI 11-208	Tanker/Airlift Operations	01 Jun 00
AMCI 21-108	Logistics Support Operations	01 Sep 02
AMCI 23-102	Expeditious Movement of AMC MICAP, VVIP and FSS items	24 Mar 97
AMCI 24-101 Vol 1	Military Airlift Transportation	13 Feb 04
AMCI 24-101 Vol 6	Transportation Documentation, Data, Records, and Reports	22 Dec 03
AMCI 24-101 Vol 7	AMC Aerial Port Phase II Aircraft Loading Program	01 Sep 03

AMCI 24-101 Vol 9	Air Terminal Operations Center	20 Jul 01
AMCI 24-101 Vol 10	Military Airlift-Fleet Service	20 Dec 99
AMCI 24-101 Vol 11	Military Airlift -Cargo and Mail	30 Jun 01
AMCI 24-101 Vol 14	Military Airlift Passenger Service	15 Jun 04
AMCI 24-103	AMC Cargo Load Planning Template System	11 Dec 95
ANNEX M	Exercise and Contingency Mission Numbers	01 Oct 04
Crisis Action Team Instruction Annex B	Logistics Readiness Cell (LRC)	Most Current
DoD Directive 4500.43	Operational Support Airlift (OSA)	28 Oct 96
DoD Directive 4500.9-R	Defense Transportation Regulation	Varies per part
DoD Directive 4500.56	DOD Policy on the Use of Government Aircraft and Air Travel	19 Apr 99
DoD Directive 5500.7	Standards of Conduct	Aug 93
DoD 4500.54-G	The Foreign Clearance Guide	Current Edition
DoD 4515.13-R	Air Transportation Eligibility	01 Nov 94
JCS Pub 4-04	JCS Priorities	
JP 3-0	Doctrine for Joint Operations	10 Sep 01
JP 3-07	Joint Doctrine for MOOTW	16 Jun 95
JP 3-17	Joint Doctrine and Joint Tactics, Techniques and Procedures for Air Mobility Operations	14 Aug 02
JP 4-0	Doctrine for Logistics Support of Joint Operations	06 Apr 00
JP 4-01	Joint Doctrine for the Defense Transportation System	19 Mar 03
JP 4-01.3	Joint Tactics, Techniques, and Procedures for Movement Control	09 Apr 02
PACAF OPORD 50-98	VOLANT SHOGUN	01 Aug 98
PACOM INST 3710.4F		
TO 1C-130A-06	Work Unit Code Manual	Most Current Edition
TO 1C-135(K)A-06	Work Unit Code Manual	
	PACAF OSA Users Guide	
	Airfield Suitability and Restrictions Reports (ASRR)	
	AMC Cargo Schedule Pacific Region	
	AMC Mission Identifier Program Encode/Decode Tables	
	AMC Passenger Schedule Pacific Region	
	AMC/PACAF Command to Command Agreement	
	DOD Flight Information Publications (Enroute supplements and charts)	
	DOD FLIP Planning	
	HQ AMC/TACC Training Division – Basic Mission Management	
	TALCE Operations Handbook	

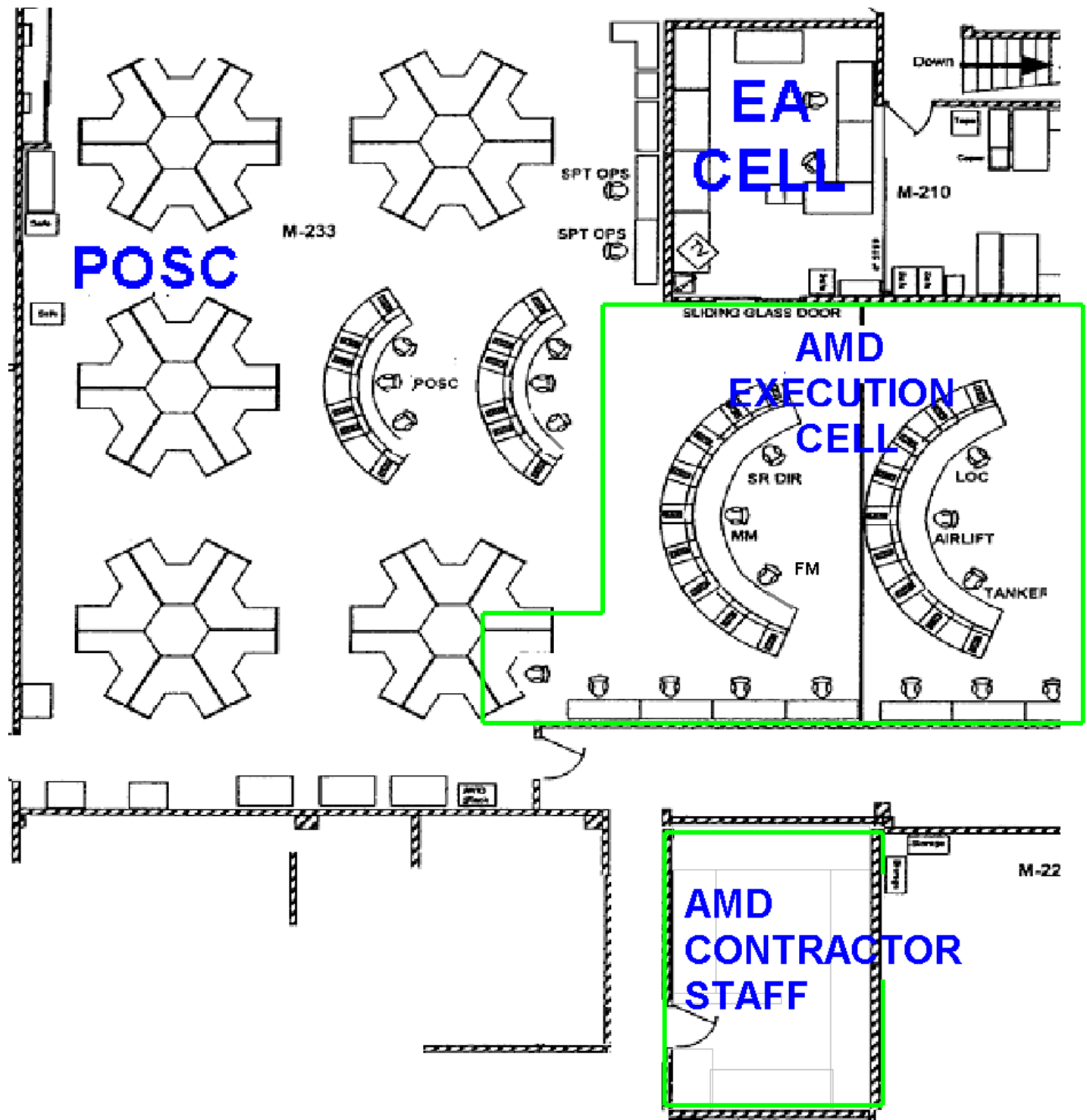
**APPENDIX 6 – MAPS AND WORK AREA LAYOUTS**

**A6.0. PAOC AMD Contractor Work Space (HQ PACAF, Building 1102, M-Wing)**



**Green depicts current contractor workspace**

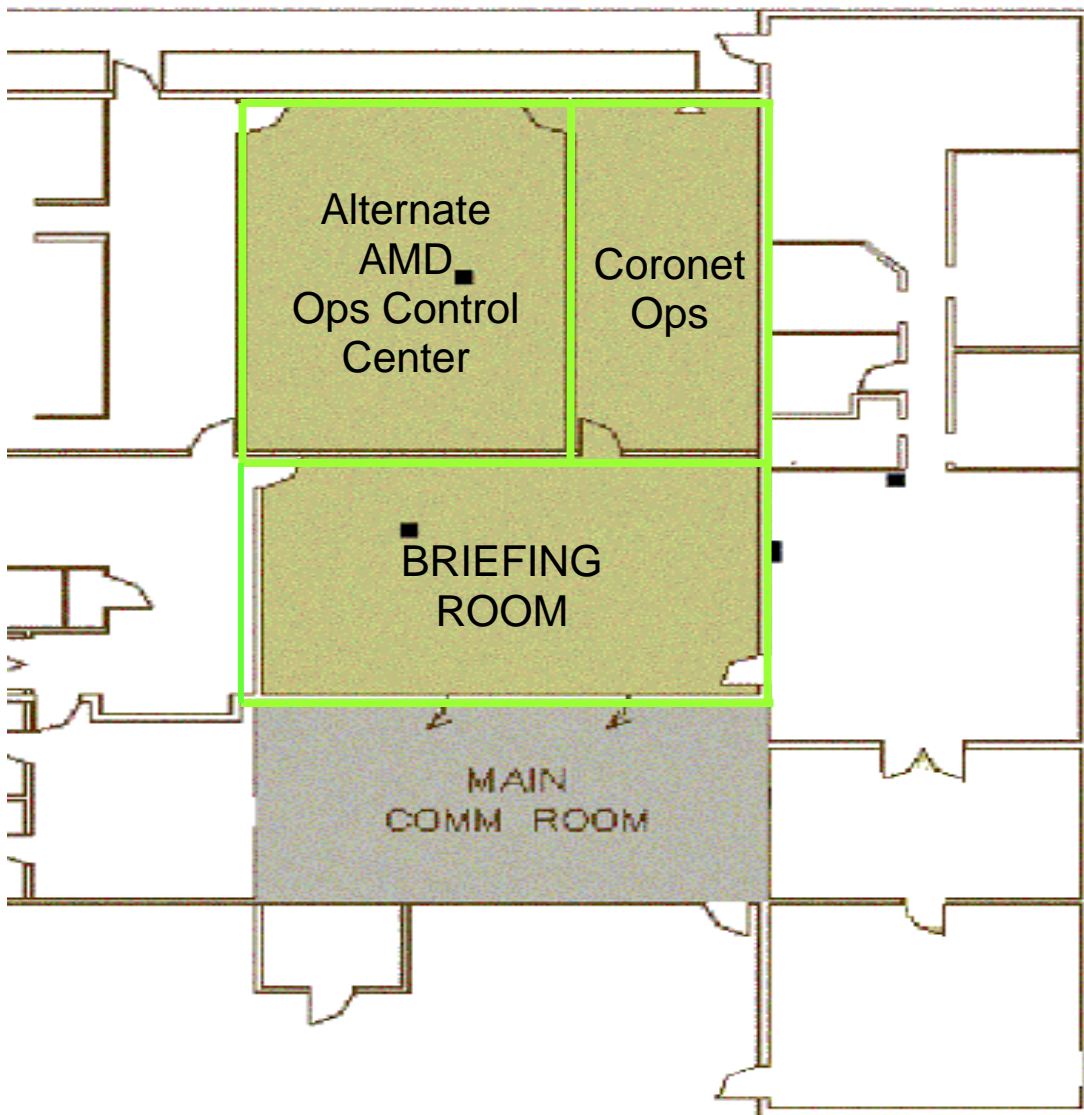
## A6.1. HQ PACAF Building 1102 (POSC-PAOC AMD Area)



— Green depicts current contractor workspace



**A6.2. PAOC AMD Alternate Work Site (Building 2155).**



**Green outline depicts current contractor**

## APPENDIX 7 – REQUIRED REPORTS

**A7.0.** The Contractor shall provide all generated plans, programs, and reports identified in this SOW in electronic format. The following shall be provided electronically to the recipient and QA personnel as stated:

REPORT	RECIPIENT	FREQUENCY
Aerial Port Backlog Status	Senior Director	As Requested
Commit, Maintenance, & Recovery Rates	Senior Director	As Requested
TDY Trip Report	Senior Director	As Requested
Aircraft Location	Senior Director	Daily
Aircraft Maintenance & Logistics Status	Senior Director	Daily
PAOC AMD Operations Briefings	Senior Director	Daily
PAOC AMD Tasking List	Senior Director	Daily
CORONET Movement Schedules	Senior Director	Daily
EAS Plans	Senior Director	Daily
EAS, OSA, SAAM, Exercise Airlift Schedules	Senior Director	Daily
AMD SITREP	Senior Director	Daily
Mission Delays/Cancellations/Diverts	Senior Director	Daily
Refueling Tasking Messages	Senior Director	Daily
Significant Events & Airborne Emergencies	Senior Director	Daily
Threat Working Group Assessment	Senior Director	Daily
Aircraft Recovery History	Senior Director	Bi-weekly
OSA Flying Schedule	Senior Director	Daily, Weekly, Monthly
Contractor DD250/Monthly Invoice	QAP	Monthly
SAAM Flying Hour Report	QAP	Monthly
Contractor Training/Travel Expenditure Plan	QAP	Quarterly
Waiver Log	Senior Director	Quarterly
PACAF JA/ATT Program Status Report	Senior Director	Quarterly
New Applicable Technologies	QAP	Semi-annual
Updated Workload Data (Appendix 4)	QAP	Semi-annual
Senior Executive Travel Report	Senior Director	Annually

**APPENDIX 8 – SUPPORT AGREEMENTS**

Command Arrangements Agreement between Commander, United States Pacific Command and Commander, United States Central Command

Command Arrangements Agreement between Commander, U.S. Space Command and Commander, U.S. Pacific Command

Command Arrangements Agreement between Commander, United States Transportation Command and Commander, United States Pacific Command

Command Arrangements Agreement between Commander, United States Pacific Command and Commander, European Command

Command Arrangements Agreement between Commander, United States Pacific Command and Commander, Special Operations Command

Command Arrangements Agreement between Commander, Pacific Air Forces and Commander, Air Mobility Command

Command Arrangements Agreement between Commander, Pacific Air Forces and Commander, Air Force Special Operation Command

Command Arrangements Agreement between Commander, Pacific Air Forces and Commander, Air Combat Command

Command Arrangements Agreement between Commander, Pacific Air Forces and Commander, United States Air Forces Europe

Memorandum of Agreement between AMC/NGB/PACAF on RC-135 Air Refueling Operations in the Alaskan Theater (U); Document classified SECRET

Memorandum of Agreement between Commander, United States Transportation Command and Commander, United States Pacific Command on Pacific Based C-17s.

Memorandum of Understanding between Commander, United States Pacific Command and Commander, Pacific Air Forces on Executive Airlift Support

## APPENDIX 9 – CONTINGENCY OPERATIONS

**A9.0. HIGHER HEADQUARTERS PLANS.** The plans listed below are strategic plans written by “Higher Headquarters” should a contingency arise. The plans are produced and maintained by the Government. Over time, other strategic plans may be produced and included in the list below. These plans will not be made available for the RFP due to their classified nature.

TITLE	PLAN NO	CLASS	OPR
NORAD CONPLAN	3310-96	SECRET	COMNORAD
OPORD	92-2	SECRET	PACAF/11AF/3WG
PACAF OPLAN	5027-96	SECRET	COMPACAF
PACAF CONPLAN	5150-96	SECRET	COMPACAF
PACAF OPLAN	5077	SECRET	COMPACAF

## APPENDIX 10 – CERTIFICATION REQUIREMENTS

**A10.0.** Certification and Personnel Clearance requirements listed below are *requisite* requirements while level of Experience and Education is *desired* for each listed area.

Position	Certification	Personnel Clearance	Experience	Education
Dispatch Duties Para <u>1.2.</u> , <u>1.2.1.</u>	Valid FAA Aircraft Dispatcher License	Maintain a US Secret Clearance  (Functional Leads may require a US Top Secret Clearance)	2 years as dispatcher with commercial air carriers -or- Military air operations center -or- Equivalent DOD experience	Prefer 4 year college degree -or- Minimum of 2 years of college -or- Equivalent
Mission Management Duties Para <u>1.2.</u> , <u>1.2.1.</u>	None required		Military air operations center -or- Equivalent DOD experience	
Logistics and Maintenance Duties Para <u>1.2.</u> , <u>1.2.2.</u> , <u>1.3.3</u>	Valid FAA Airframe and Powerplant Certificate -or- Equivalent USAF 7-level maintenance, supply, or transportation certification		2 years aircraft maintenance or support with commercial air carriers -or- Military logistic operations center -or- Equivalent DOD experience	
PACMARF Duties Para <u>1.3.2.</u>	None required		2 years Area Control Center (ACC) airspace coordinator -or- Military altitude reservation coordinator -or- Equivalent DOD experience	
Airlift/Tanker Plans Duties Para <u>1.3.</u> , <u>1.3.1.</u> – <u>1.3.3.</u>	None required		Prefer 2 years in commercial air carrier scheduling and planning -or- 2 years in military air operations planning, scheduling, or current operations	
OSA/EAS Scheduler Duties Para <u>1.3.</u> , <u>1.3.1.2.</u> , <u>1.3.1.3.</u> , <u>1.3.3.</u>				
Information Manager Duties Para <u>1.4.</u> , <u>1.4.1.</u>	Military Workgroup Manager Certification		Military or Civilian Workgroup Manager or Equivalent DOD experience	